

FIG. 1

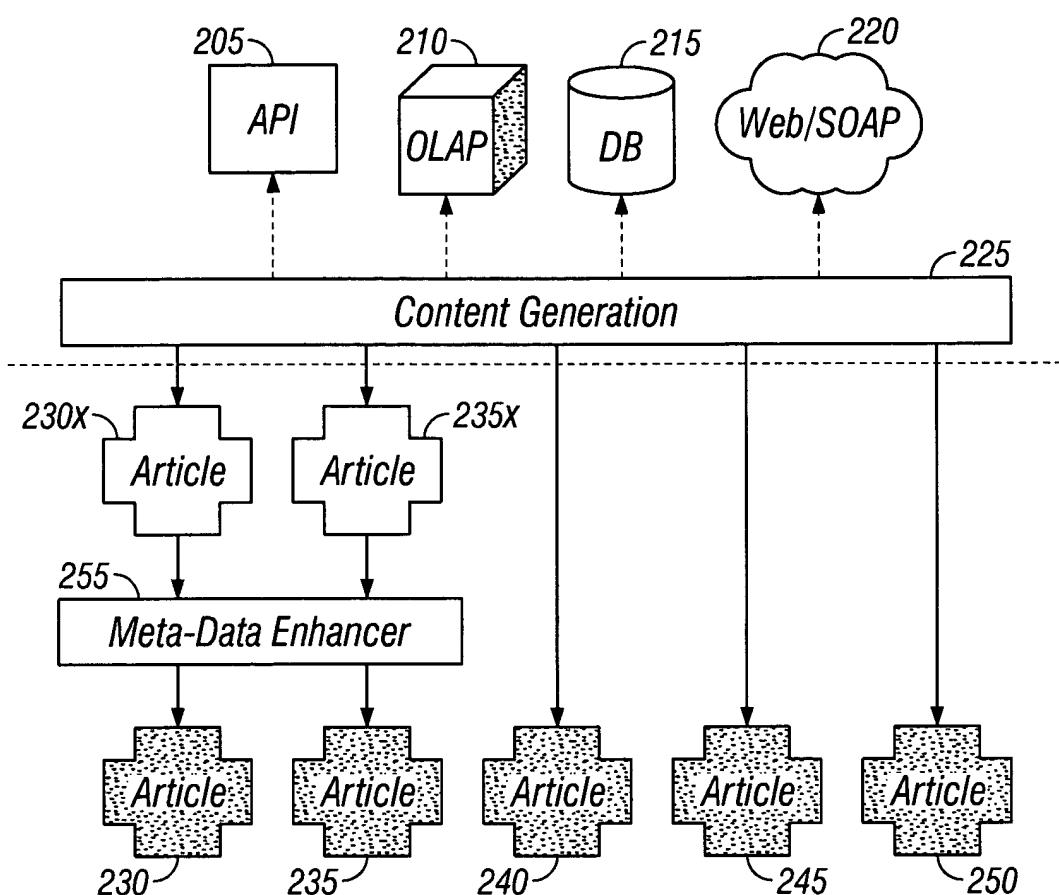
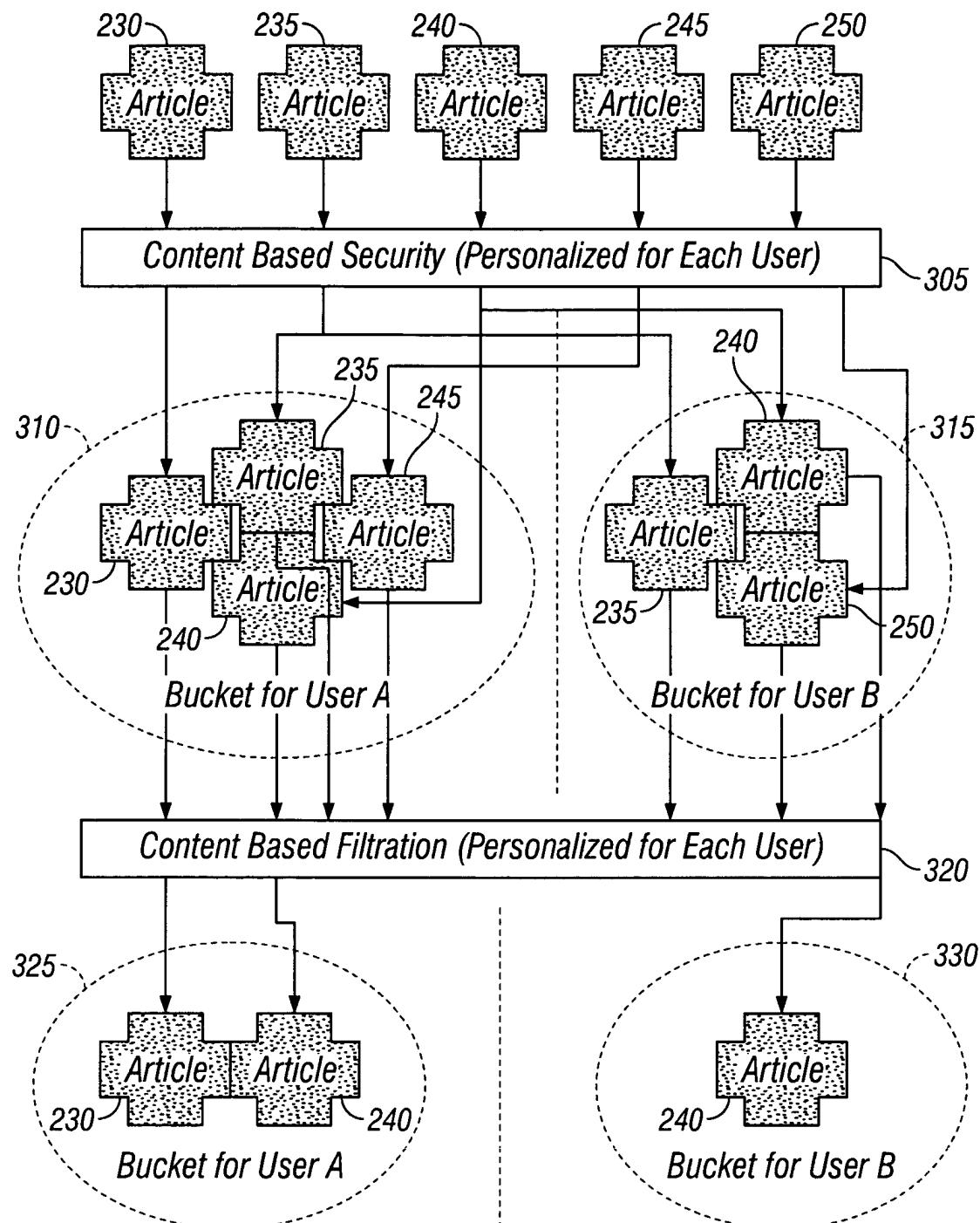
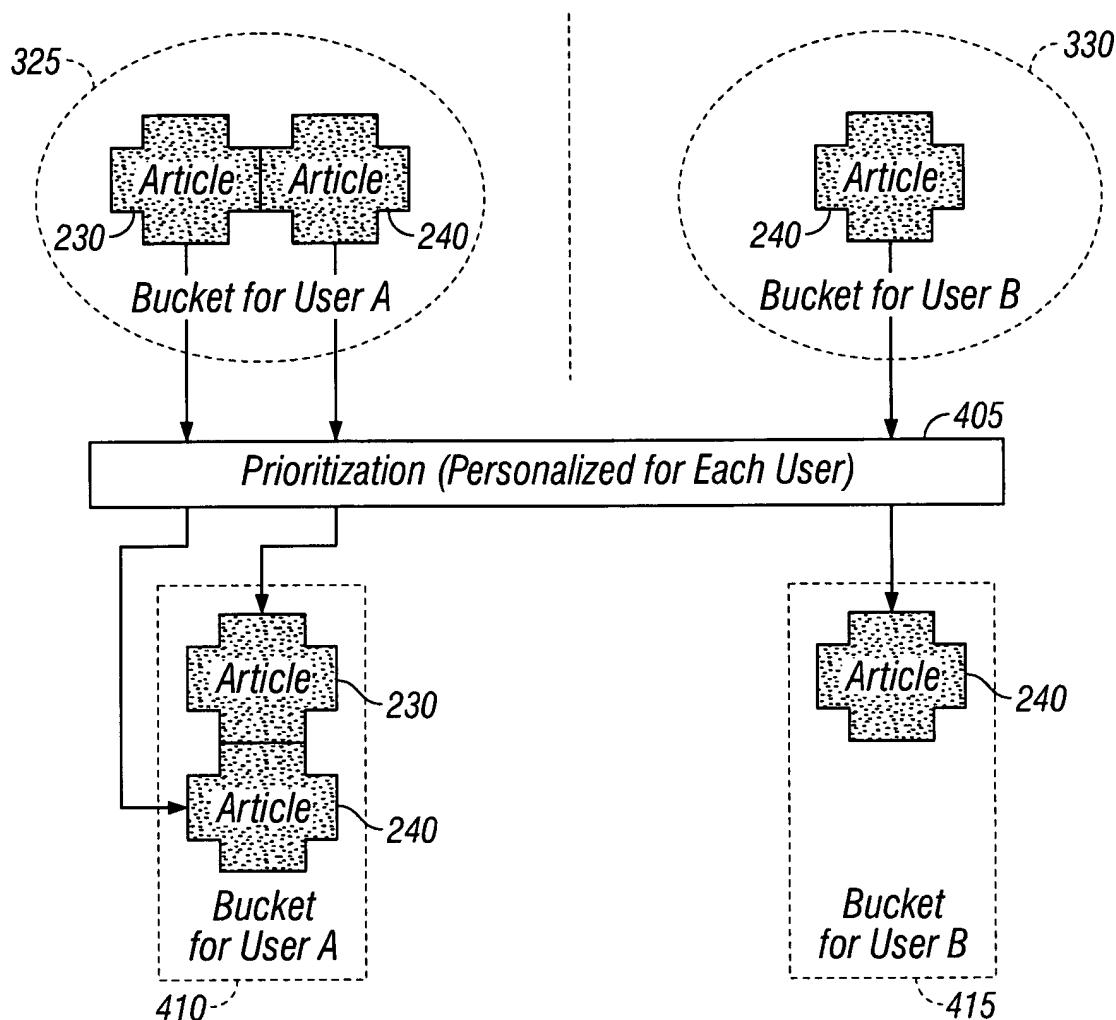
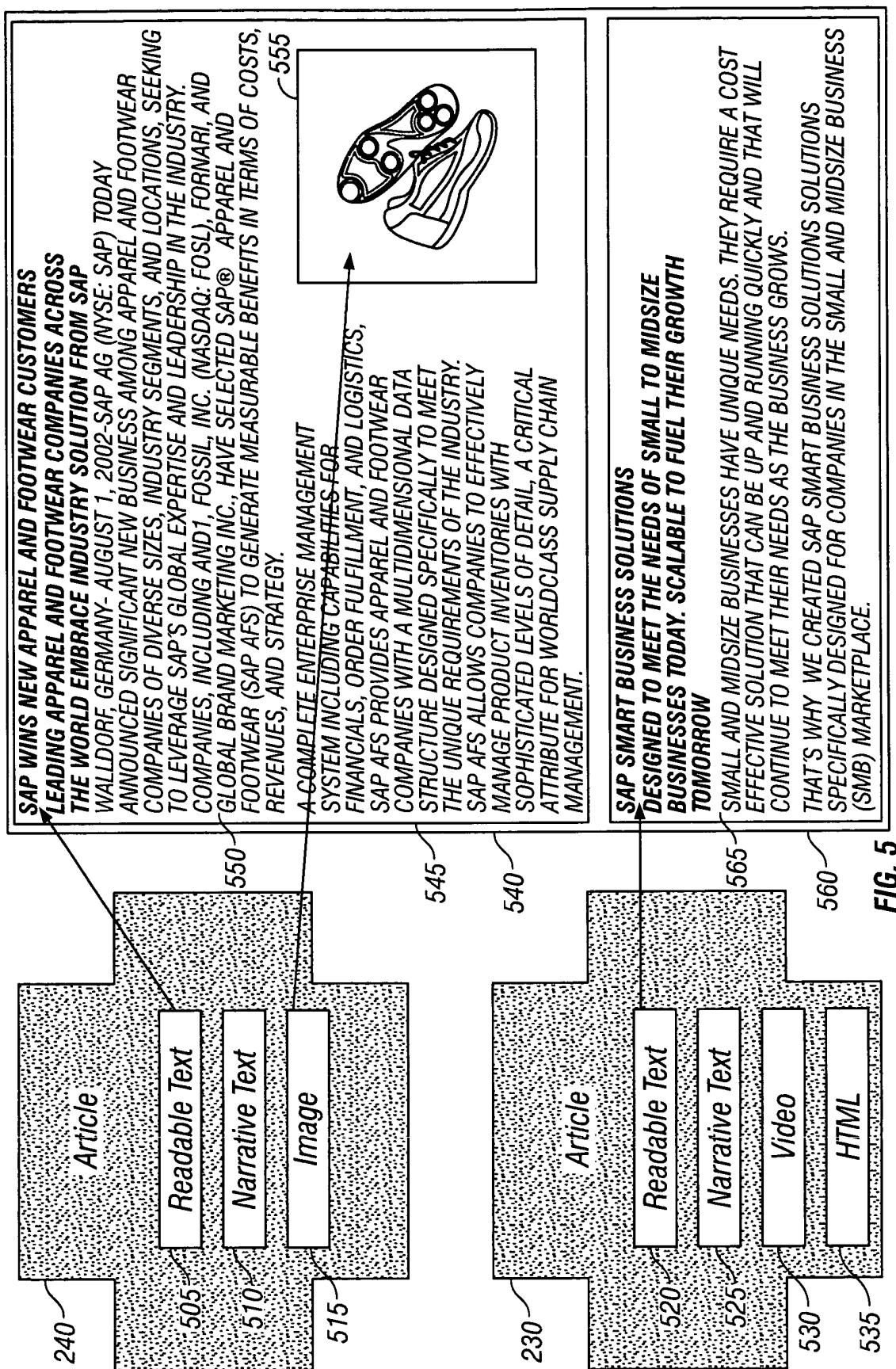
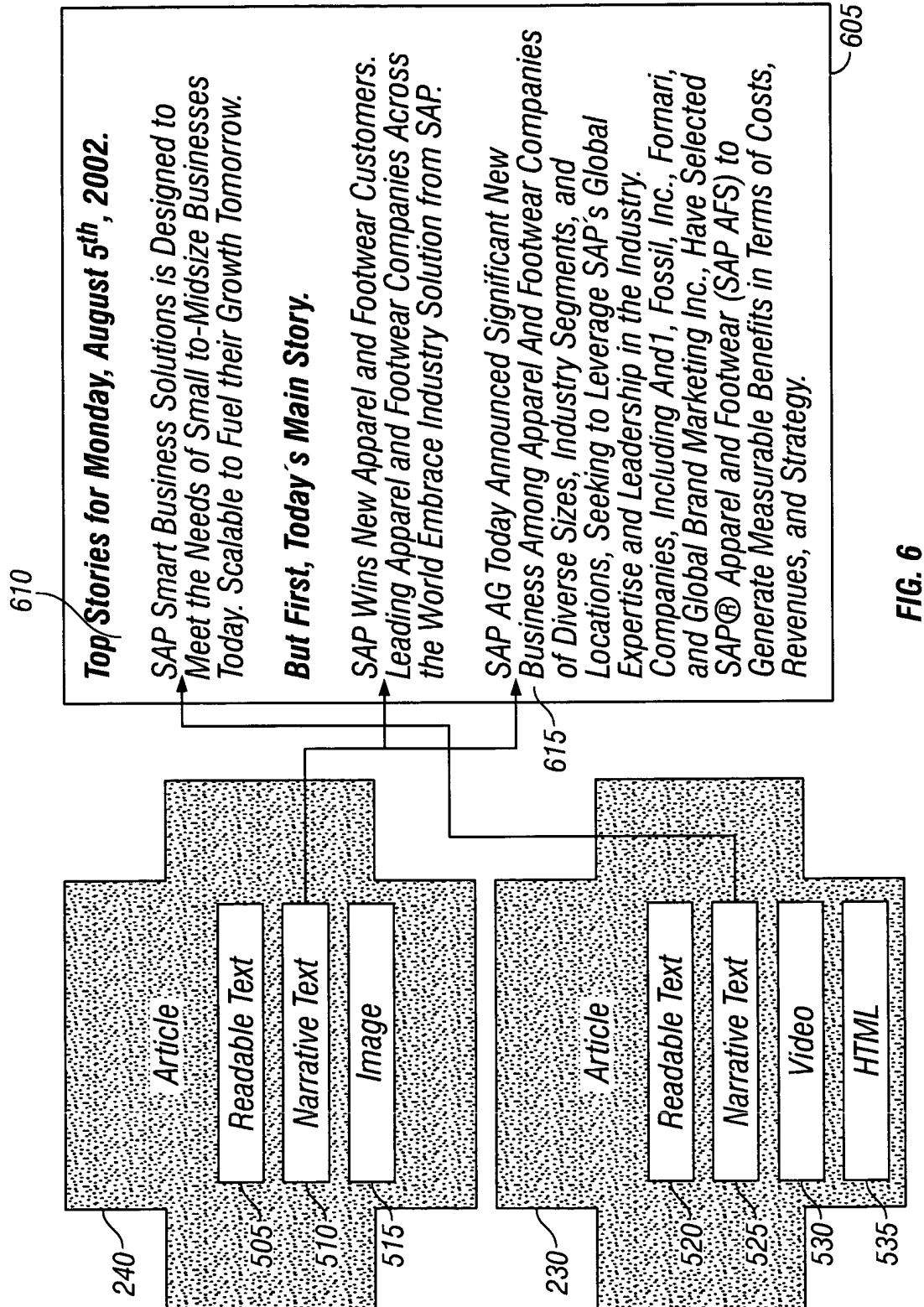


FIG. 2

**FIG. 3**

**FIG. 4**



**FIG. 6**

<Article>

<Time>2002-04-24 15:02</Time> 705

<Importance>Normal</Importance> 700

<Author>agent@food4all.com</Author> 710

<Content Type="text/narrative"> 715

<Headline>
Four of our top customers in the Eastern Region have pending complaints.

</Headline>

<Details>

720
Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints; My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales have 2. The complaints KPI is at 88.7M

</Details>

</Content>

<Content Type="text/html"> 725

<Headline>
Pending Support Complaints for Top Customers in Eastern Region 730

</Headline>

<Html>

Top Customers of Eastern Region - Pending Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

735

</Html>

</Content>

<DiscussionObjects>

<Object Class="BizPartner" Key="Wacky Foods"/>

<Object Class="BizPartner" Key="My Muffins Ltd"/> 740

<Object Class="BizPartner" Key="Breads R Us"/>

<Object Class="BizPartner" Key="Have Your Cake Inc"/>

<Object Class="Region" Key="Eastern"/>

<Object Class="SecurityRealm" Key="Sales Numbers"/>

</DiscussionObjects>

</Article>

800 →

File	Edit	View	Favorites	Tools	Help
Market Report	Dow 10,543.17	-54.12			
	Nasdaq 1719.67	+8.01			
	S&P 1201.31	-4.23			

810 → **The Company Times**

815 → ☺ Market Report
Juice beats expectations. Up 15%

820 → ☺ Business Partner News
Nestle reports quarterly earnings down 5%
Kraft Cheese CEO resigns

825 → ☺ Competition News
Burger Queen names James Joaquin as CIO
Chico Catering and Kraft Cheese announce strategic partnership

830 → ☺ Headline News
Israel pulls out of the West Bank
Venezuela coup
inwarted Teacher of the year honored by George Bush

835 → ☺ Weather
San Jose, CA
Low / Hi
Mon 45 65

840 → ☺ Other News
6 documents are awaiting your approval
Phil Collins to perform in Shark Tank
1 important email

845 → ☺ Tell me... | Copyright © The Company, April 22, 2002

850 → ☺ Today's marketing strategy meeting postponed
Joan Simmons rescheduled the meeting to Wed, 4/23 at 9:15 in the Paris room. Your calendar has been updated.

FIG. 8

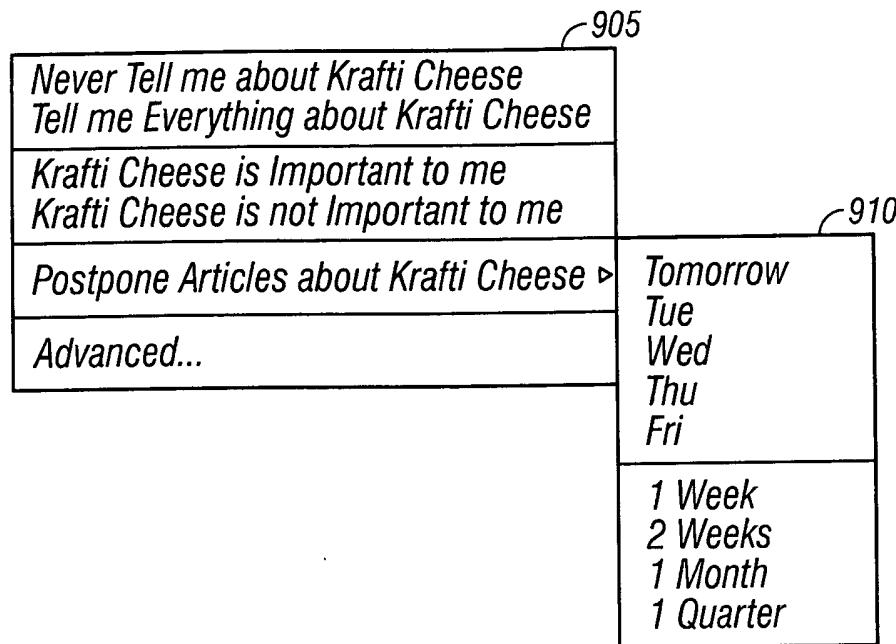


FIG. 9

<i>c-1005</i>	
<i>Acknowledge</i>	
<i>Never show me Market Report</i>	
<i>Always show me Market Report</i>	
<i>Market Report is Important to me</i>	
<i>Market Report is not Important to me</i>	
<i>Postpone Market Report ▶</i>	<i>Tomorrow</i>
<i>Advanced...</i>	<i>Tue</i>
	<i>Wed</i>
	<i>Thu</i>
	<i>Fri</i>
	<i>1 Week</i>
	<i>2 Weeks</i>
	<i>1 Month</i>
	<i>1 Quarter</i>

*c-1010***FIG. 10**

The screenshot shows a software interface with a menu bar (File, Edit, View, Favorites, Tools, Help) and a toolbar with various icons. A central area displays a message and a table.

Message:

810 -

1105 -

1110 -

⌚ Four of our top customers in the Eastern Region have pending complaints [301]

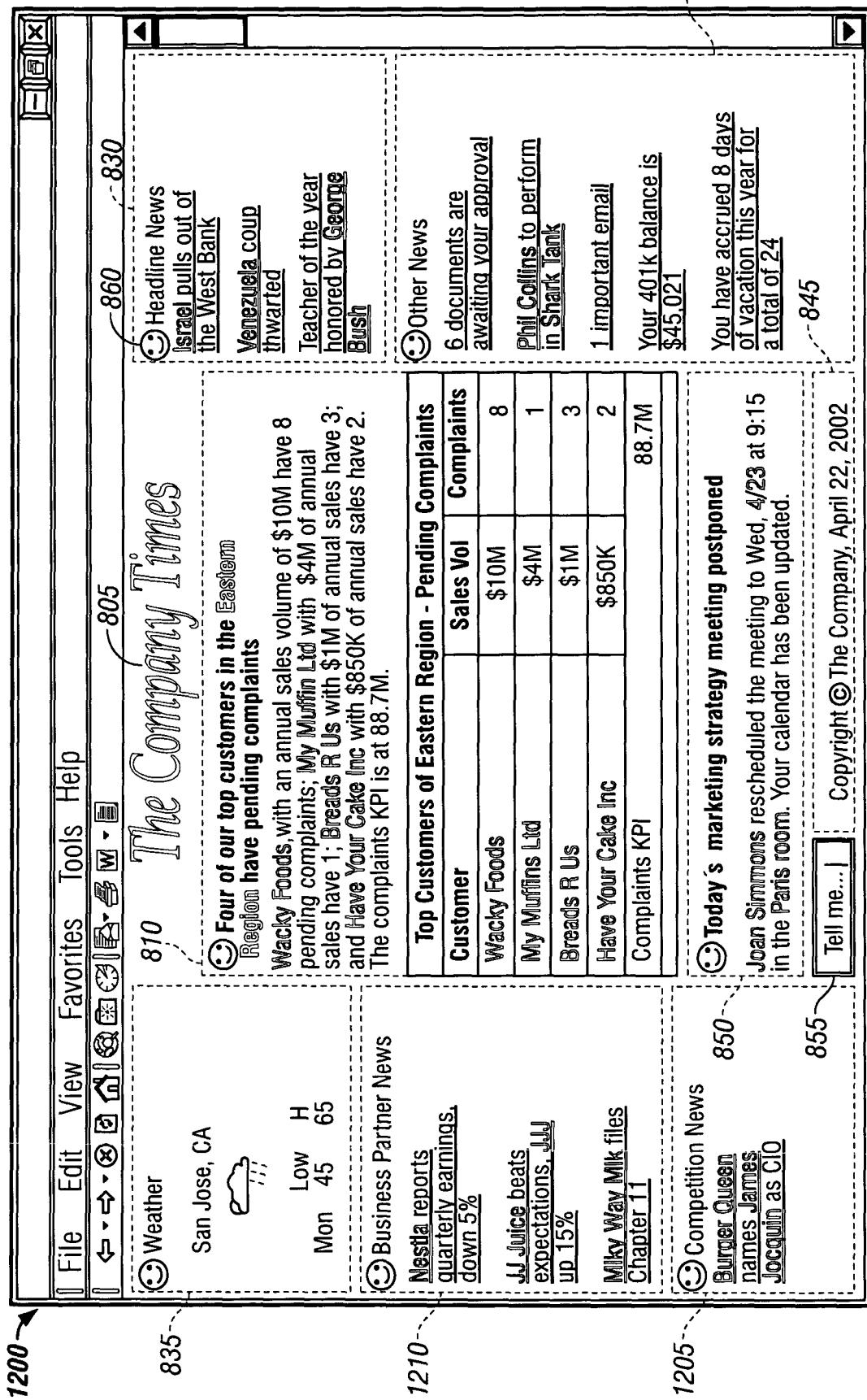
⌚ Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints. My Muffins Ltd with \$4M of annual sales have 1 pending complaint. Breads R Us with \$1M of annual sales have 3; and Have Your Cake Inc with \$850K of annual sales have 2. The complaints KPI is 88.7M.

⌚ ★★★★☆

Table:

Top Customers of Eastern Region - Pending Complaints			
Customer	Sales Vol	Complaints	
Wacky Foods	\$10M	8	
My Muffins Ltd	\$4M	1	
Breads R Us	\$1M	3	
Have Your Cake Inc	\$850K	2	
Complaints KPI		88.7M	

FIG. 11



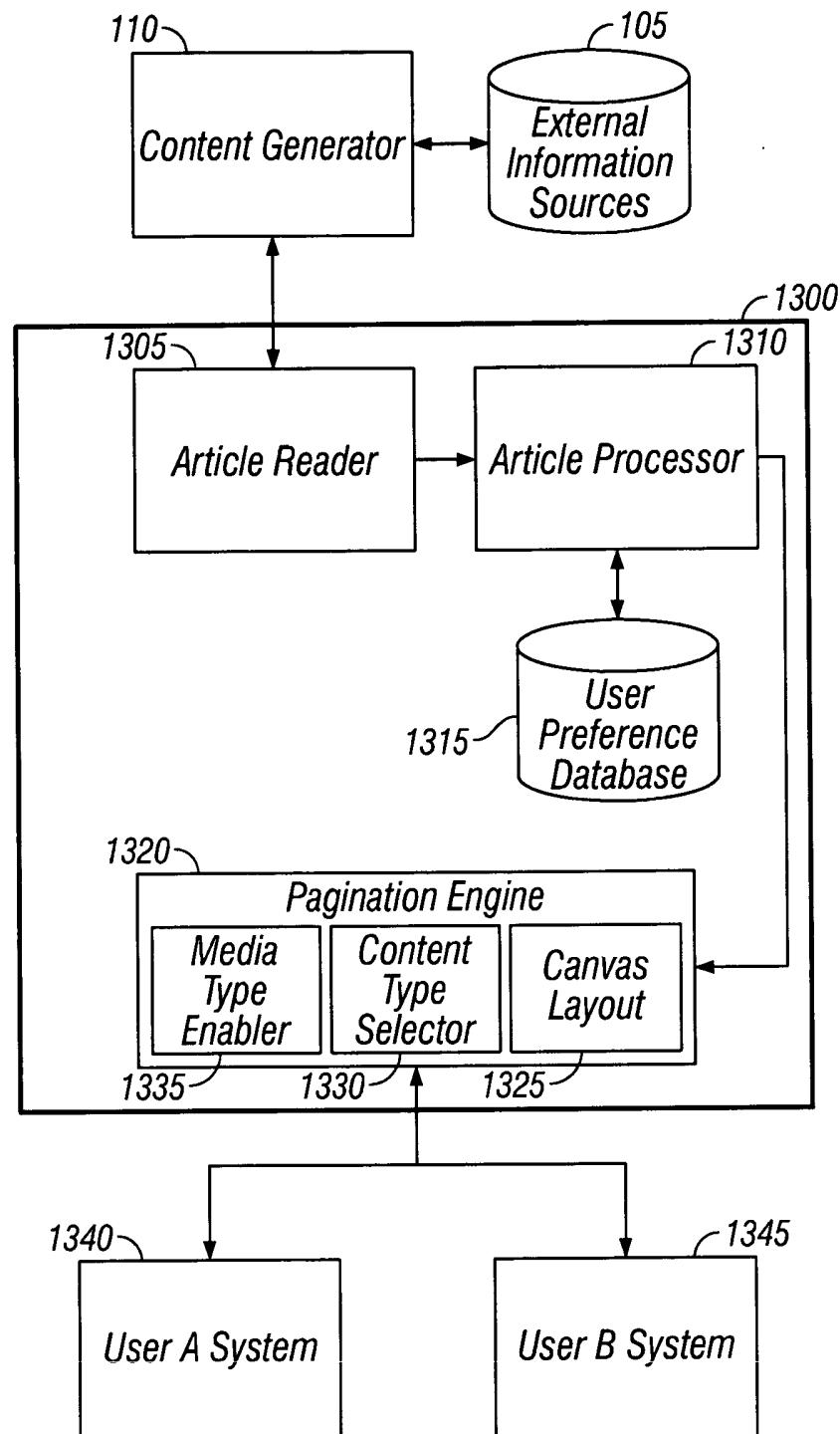


FIG. 13

<Article>
 <Time>2002-04-24 15:02</Time> 1405
 ↙ 1400
 <Importance>Normal</Importance>
 <Author>agent@food4all.com</Author>
 <Content Type="text/narrative"> 1410
 ↙ 1415
 <Headline>
 Four of our top customers in the Eastern Region have pending complaints.
 </Headline>
 ↙ 1420
 <Details>
 Wacky Foods, with an annual sales volume of \$10M have 8 pending complaints;
 My Muffin Ltd with \$4M of annual sales have 1; Breads R Us with \$1M of
 annual sales have 3; and Have Your Cake, Inc with \$850K of annual sales
 have 2. The complaints KPI is at 88.7M
 </Details>
 </Content>
 <Content Type="text/html"> 1425
 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 1430
 </Headline>
 <Html> 1435

Top Customers of Eastern Region - Pending Support Complaints		
Customer	Sales Vol	Complaints
Wacky Foods	\$10M	8
My Muffins Ltd	\$4M	1
Breads R Us	\$1M	3
Have Your Cake Inc	\$850K	2
Complaints KPI		88.7M

</Html>
 </Content>
 <Content Type="image/gif"> 1440
 <Headline>
 Pending Support Complaints for Top Customers in Eastern Region 1445
 </Headline>
 <Image> 1450



</Image>
 </Content>
 <Content Type="music/midi"> 1455
 <Midi>
 ↙ 1460
 </Midi>
 </Content>
 </Article>

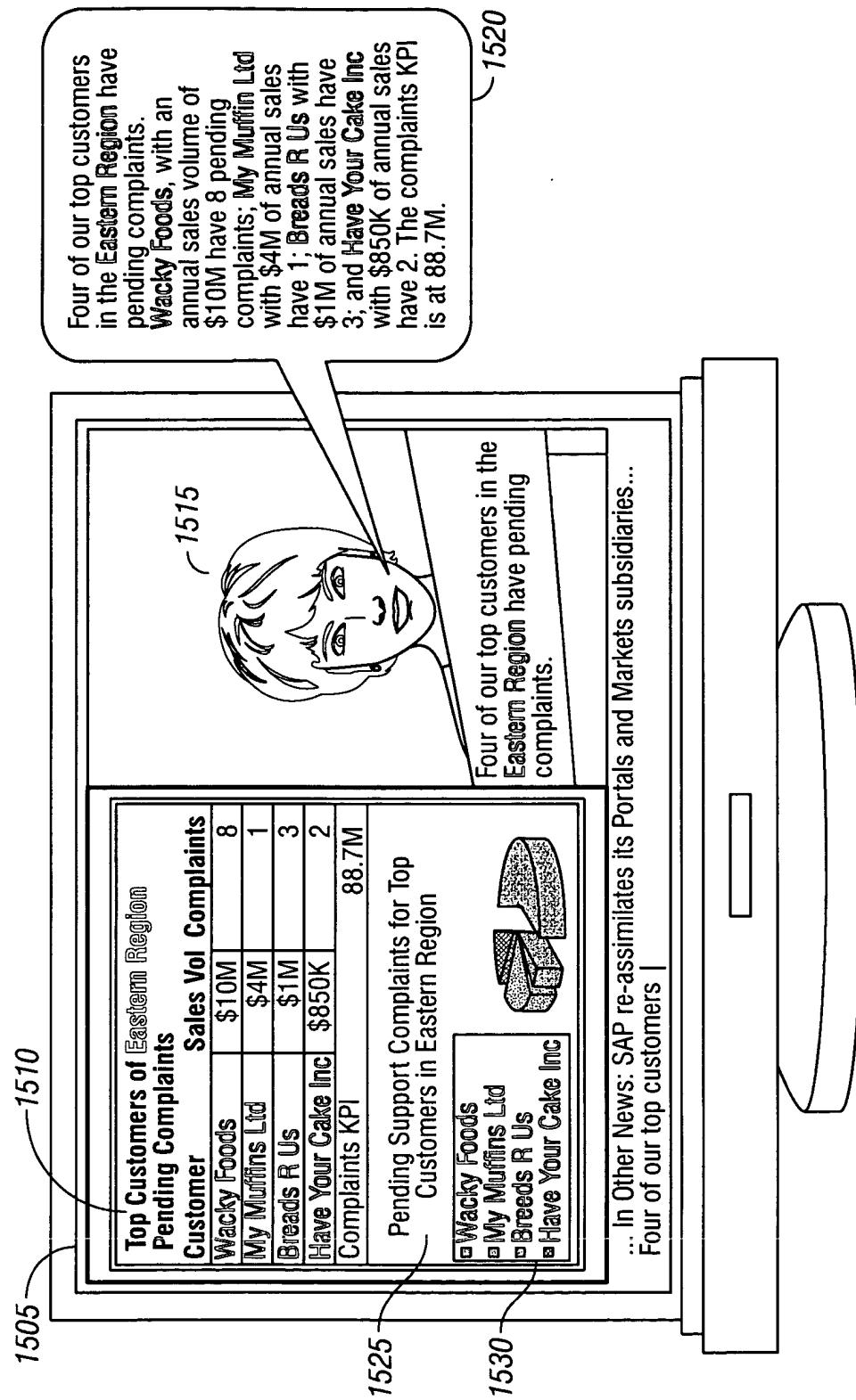


FIG. 15

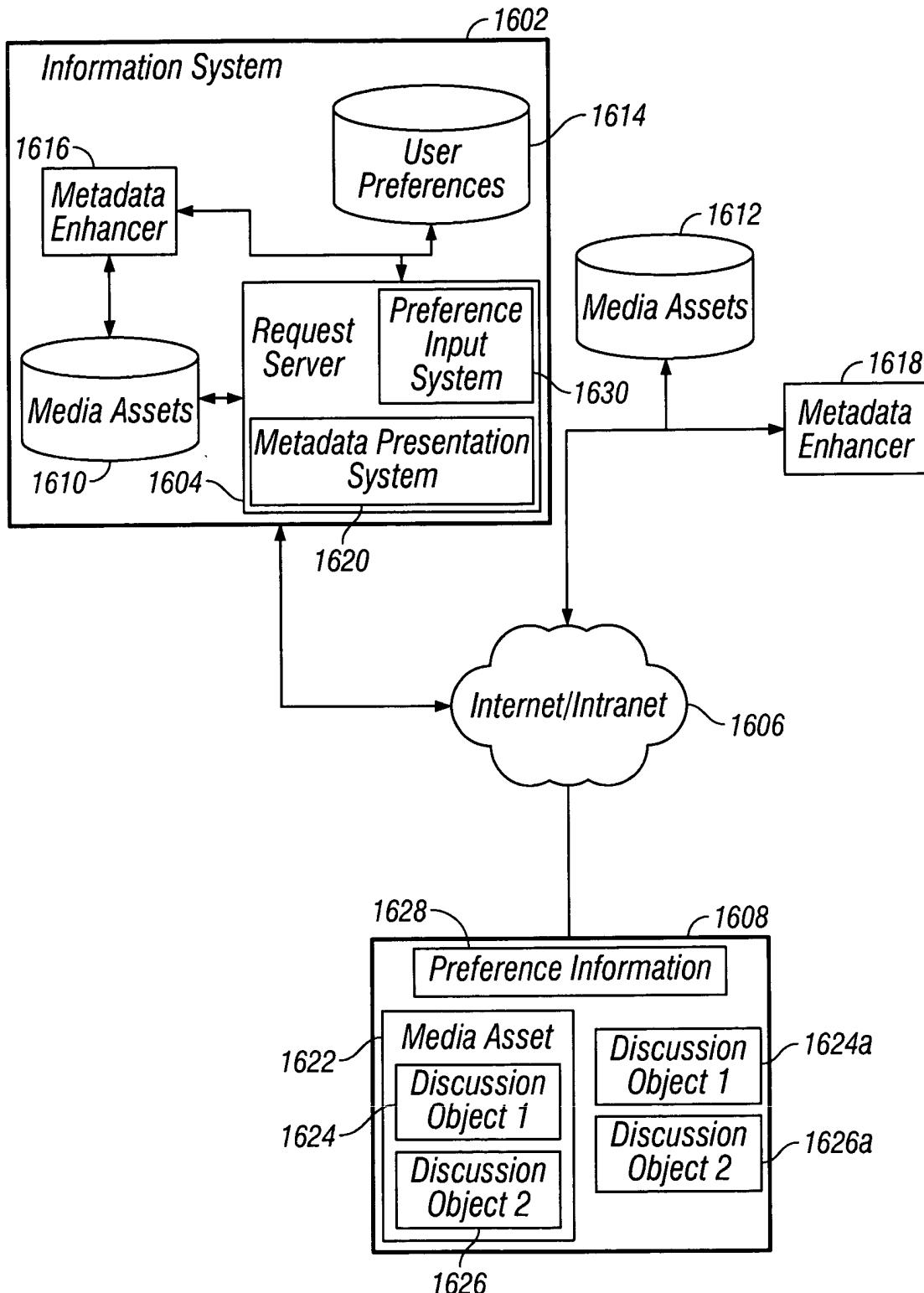


FIG. 16

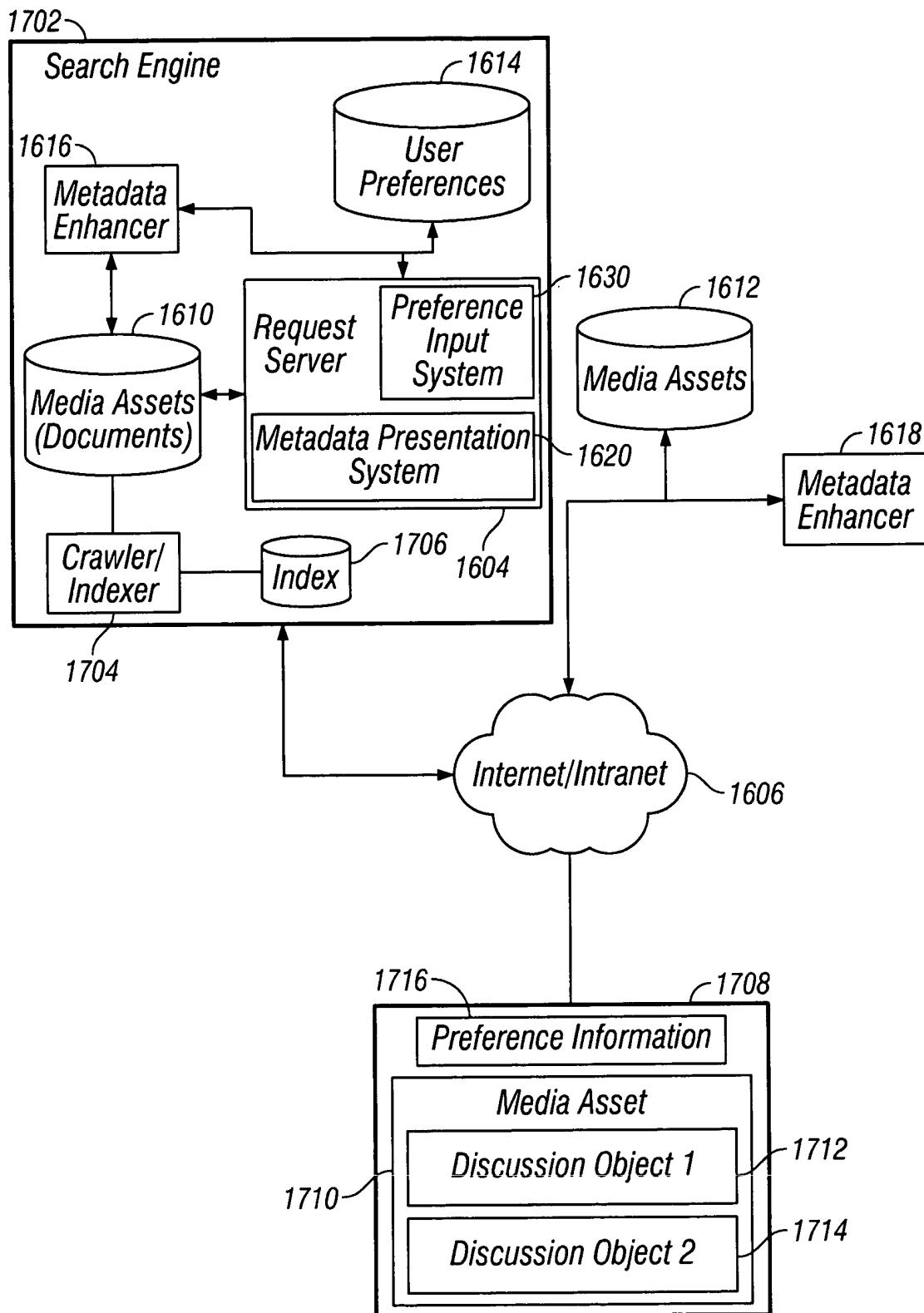
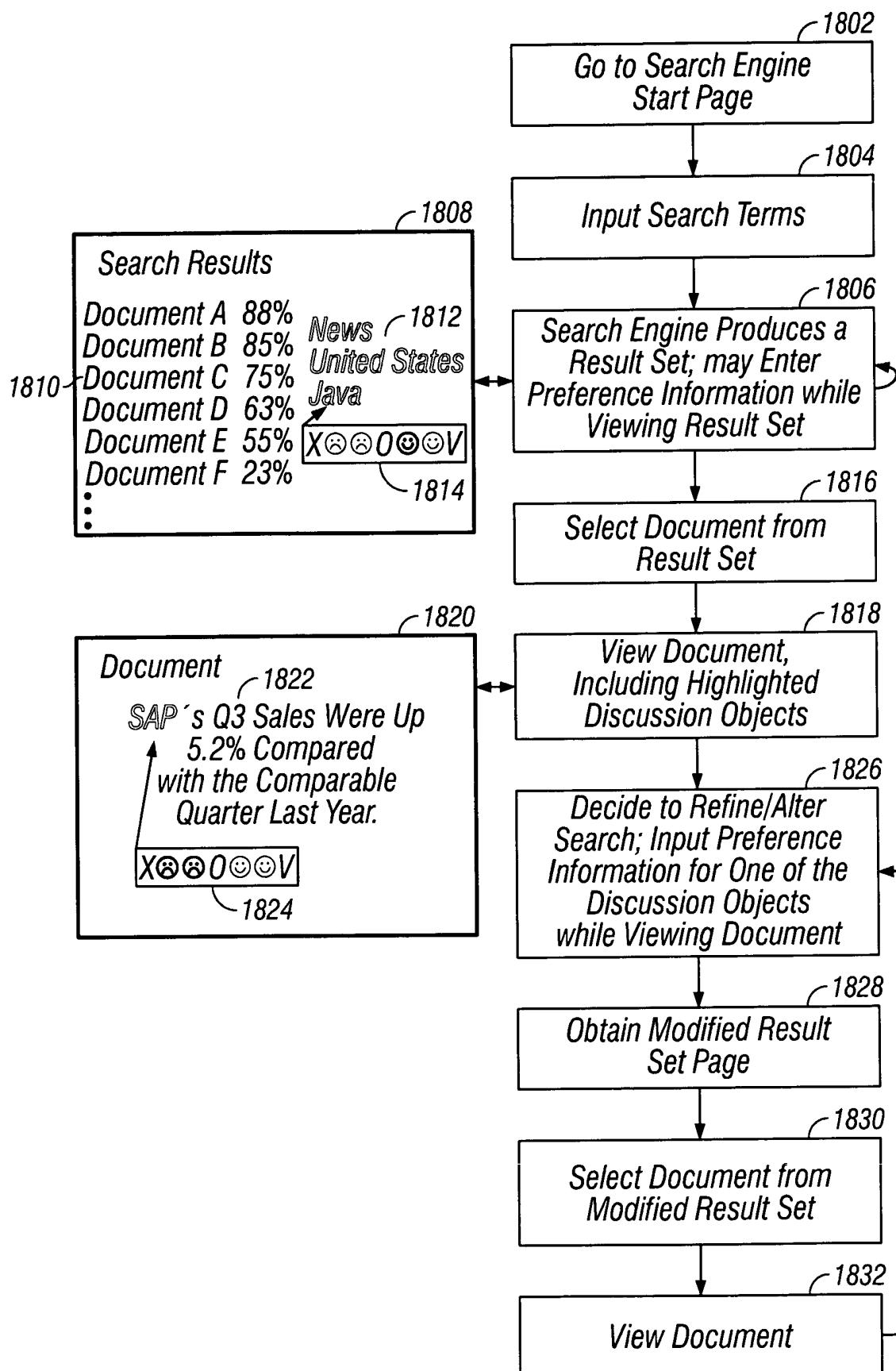
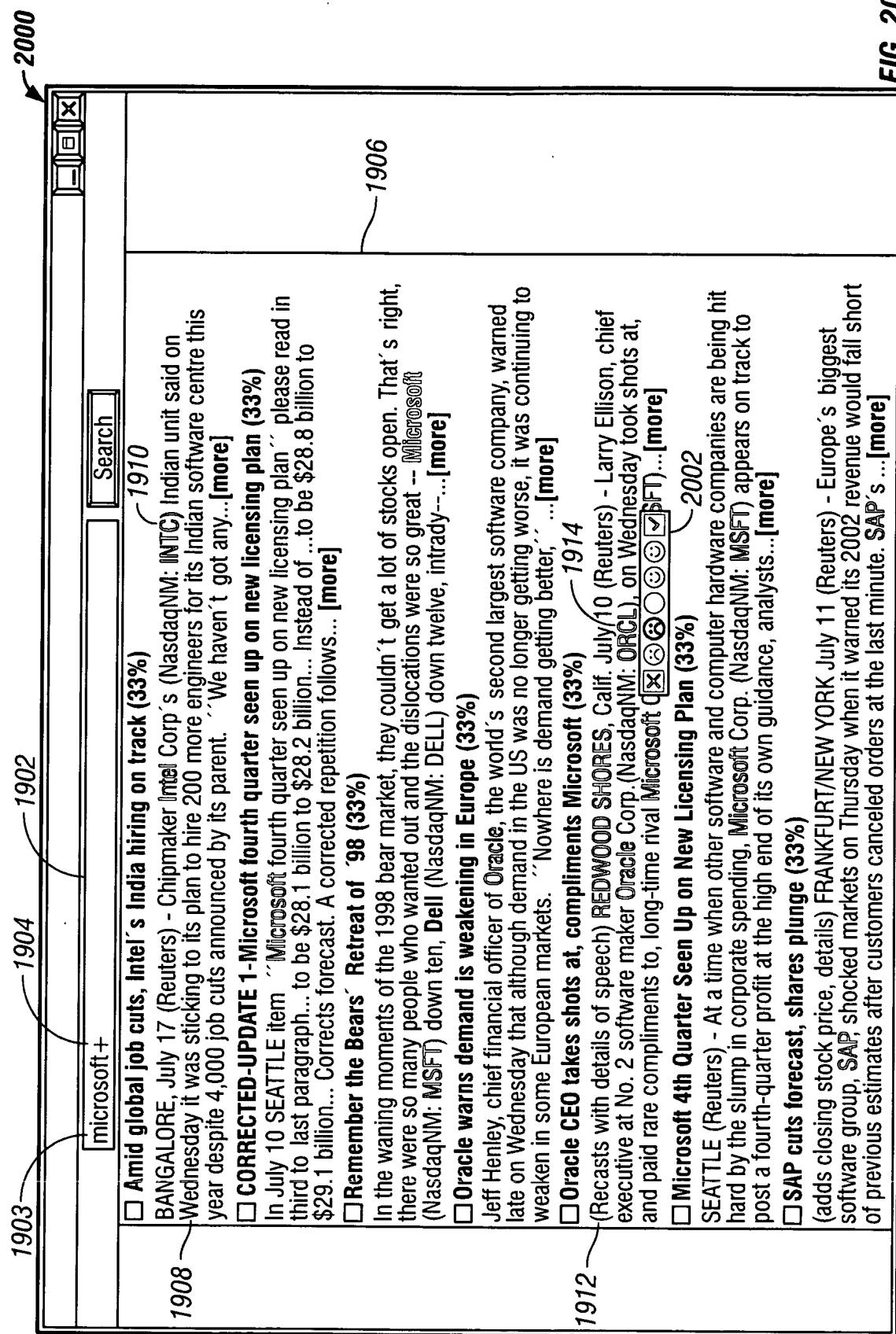


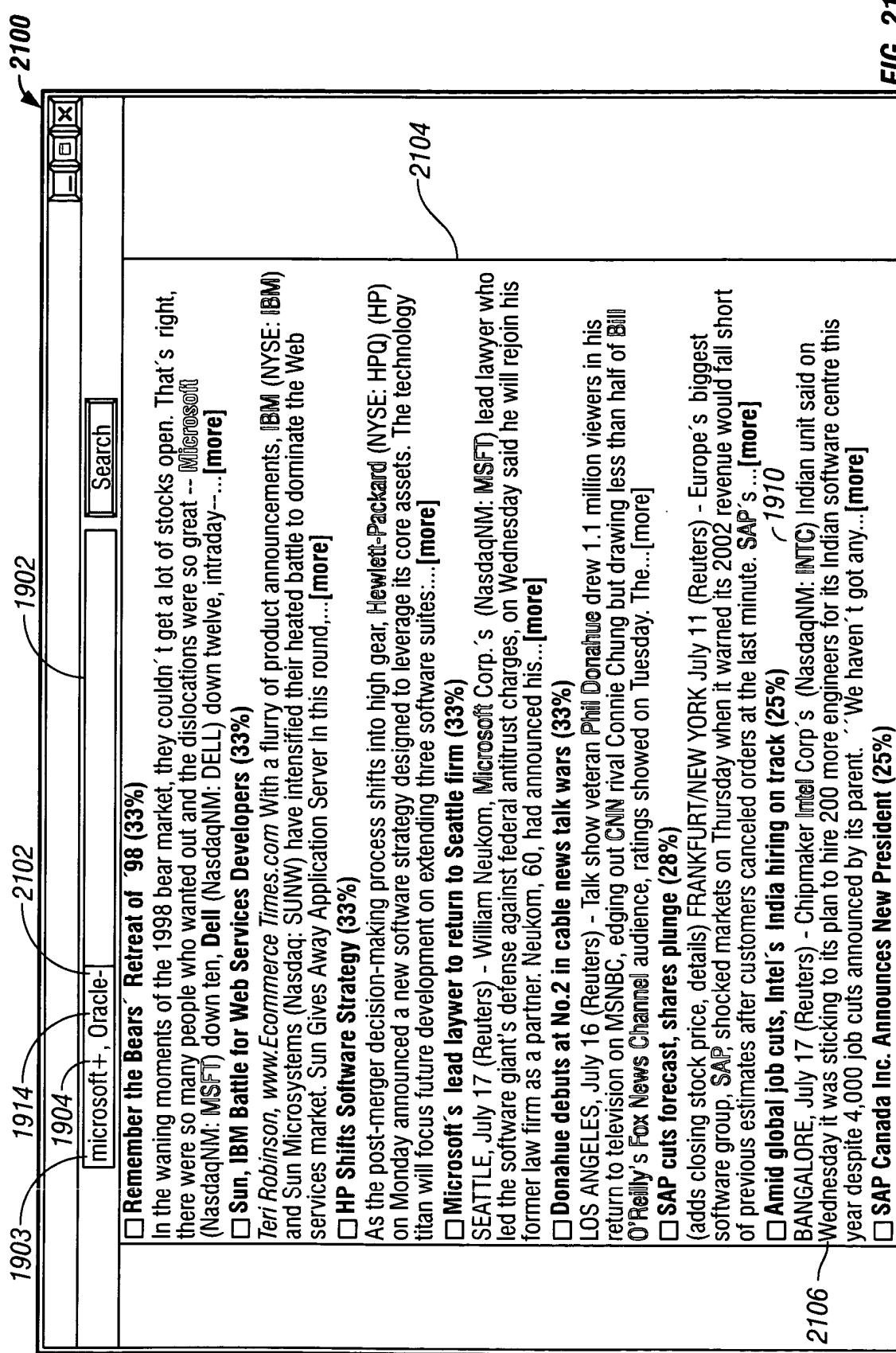
FIG. 17



		1900	1902	1903	1904	1905	1906	1907	1908	1909	1910	1911	1912
microsoft +	Search												

FIG. 19





-2200

FIG. 22

2300

<p>1903 → 1914 → 1904 → 2102 → 1910 → microsoft+, Oracle-, Intel*</p>	<p><input type="checkbox"/> Remember the Bears' Retreat of '98 (33%) In the waning moments of the 1998 bear market, they couldn't get a lot of stocks open. That's right, there were so many people who wanted out and the dislocations were so great -- Microsoft (NasdaqNM: MSFT) down ten, Dell (NasdaqNM: DELL) down twelve, intraday--...[more]</p> <p><input type="checkbox"/> Sun, IBM Battle for Web Services Developers (33%) <i>Teri Robinson, www.EcommerceTimes.com</i> With a flurry of product announcements, IBM (NYSE: IBM) and Sun Microsystems (Nasdaq: SUNW) have intensified their heated battle to dominate the Web services market. Sun Gives Away Application Server In this round...[more]</p> <p><input type="checkbox"/> HP Shifts Software Strategy (33%) As the post-merger decision-making process shifts into high gear, Hewlett-Packard (NYSE: HPQ) (HP) on Monday announced a new software strategy designed to leverage its core assets. The technology titan will focus future development on extending three software suites:...[more]</p> <p><input type="checkbox"/> Microsoft's lead lawyer to return to Seattle firm (33%) SEATTLE, July 17 (Reuters) - William Neukom, Microsoft Corp.'s (NasdaqNM: MSFT) lead lawyer who led the software giant's defense against federal antitrust charges, on Wednesday said he will rejoin his former law firm as a partner. Neukom, 60, had announced his...[more]</p> <p><input type="checkbox"/> Donahue debuts at No.2 in cable news talk wars (33%) LOS ANGELES, July 16 (Reuters) - Talk show veteran Phil Donahue drew 1.1 million viewers in his return to television on MSNBC, edging out CNN rival Connie Chung but drawing less than half of Bill O'Reilly's Fox News Channel audience, ratings showed on Tuesday. The...[more]</p> <p><input type="checkbox"/> SAP cuts forecast, shares plunge (28%) (adds closing stock price, details) FRANKFURT/NEW YORK July 11 (Reuters) - Europe's biggest software group, SAP, shocked markets on Thursday when it warned its 2002 revenue would fall short of previous estimates after customers canceled orders at the last minute. SAP's ...[more]</p> <p><input type="checkbox"/> SAP Canada Inc. Announces New President (25%) Canadian native Michel Brisson to assume leadership position MONTREAL, QC, July 16 /CNW/ - SAP Canada Inc., a subsidiary of SAP AG (NYSE: SAP), today announced that it has appointed Michel Brisson to assume the role of president of SAP Canada Inc., effective...[more]</p> <p><input type="checkbox"/> SAP Continues Market Leadership for Supply Chain</p>
---	--

2304

2306

2308

2309

2400

2302 1902 1903 1914 1904 1910 Microsoft+, Oracle-, Intel* 2306 Search

2308

□ HP Shifts Software Strategy

Type: news

Jennifer LeClaire

As the post-merger decision-making process shifts into high gear, Hewlett-Packard (NYSE: HPQ - news) (HP) on Monday announced a new software strategy designed to leverage its core assets. The technology titan will focus future development on extending three software suites: HP OpenView, HP Utility Data Center and HP OpenCall.

Company executives said the decision was based on HP's intellectual property and customer acceptance of those three products.

“HP has come full circle on its software strategy,” Forrester Research (Nasdaq: FORR - news) analyst Joshua Walker told the E-Commerce Times, noting that the company has returned to its 1998 strategy, which spawned a middleware agreement with BEA Systems (Nasdaq: BEAS - news)

“TECHNOLOGY'S HOME PAGE”

• **HP Jumps on Mobile Flash Wagon**

• **HP Unifies Clustered Database Technologies**

• **HP Unveils Servers Based on New Chip**

“It is a practical approach to sticking to what they are good at -- application and systems management,” Walker said.

Web Services Focus

FIG. 24

2500

1903 → 1914 → 1904 → 2102 → 1910 → 1902 → 2302 → 1906 → 2306 → 2504 → 2502 → 2510 → 2508

HP Shifts Software Strategy

By Jennifer LeClaire

July 16, 2002

To be sure, the competition is standing up and taking notice of HP's shifting software strategy. But analysts said they do not expect near-term market impacts.

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As the post-merger decision-making process shifts into high gear, [Hewlett-Packard](#) (NYSE: HPQ)  (HP) on Monday announced a new software strategy  designed to leverage its core assets. The technology titan will focus future development on extending three software suites: HP OpenView, HP Utility Data Center and HP OpenCal

Company executives said the decision was based on HP's intellectual property and customer acceptance of those three products.

FIG. 25

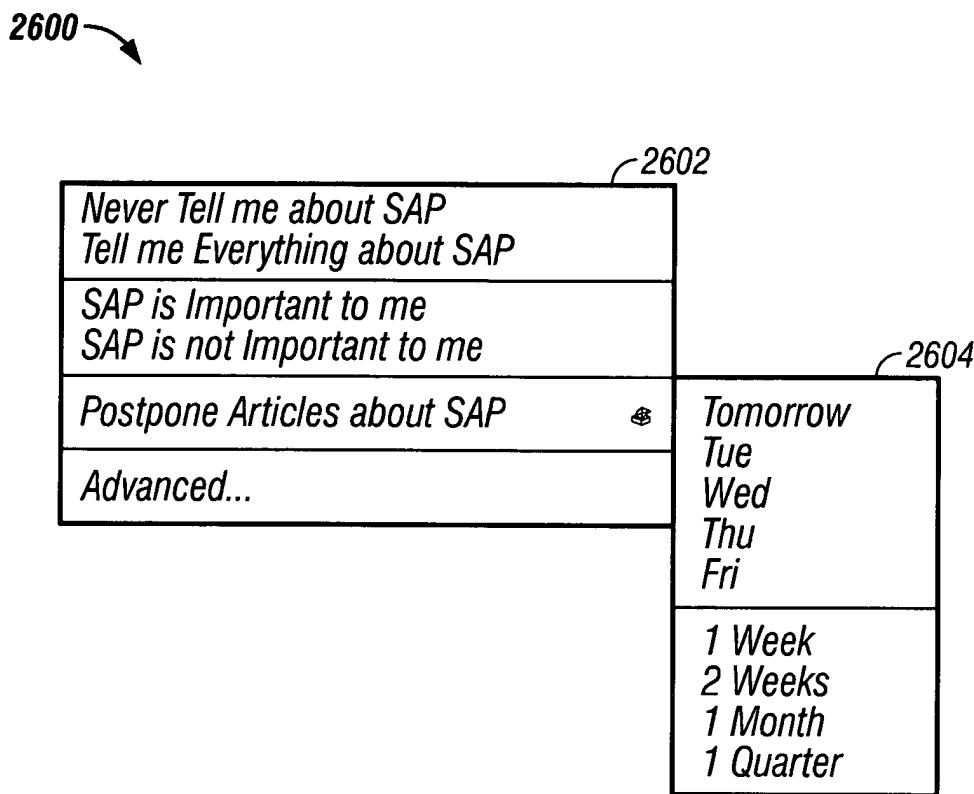
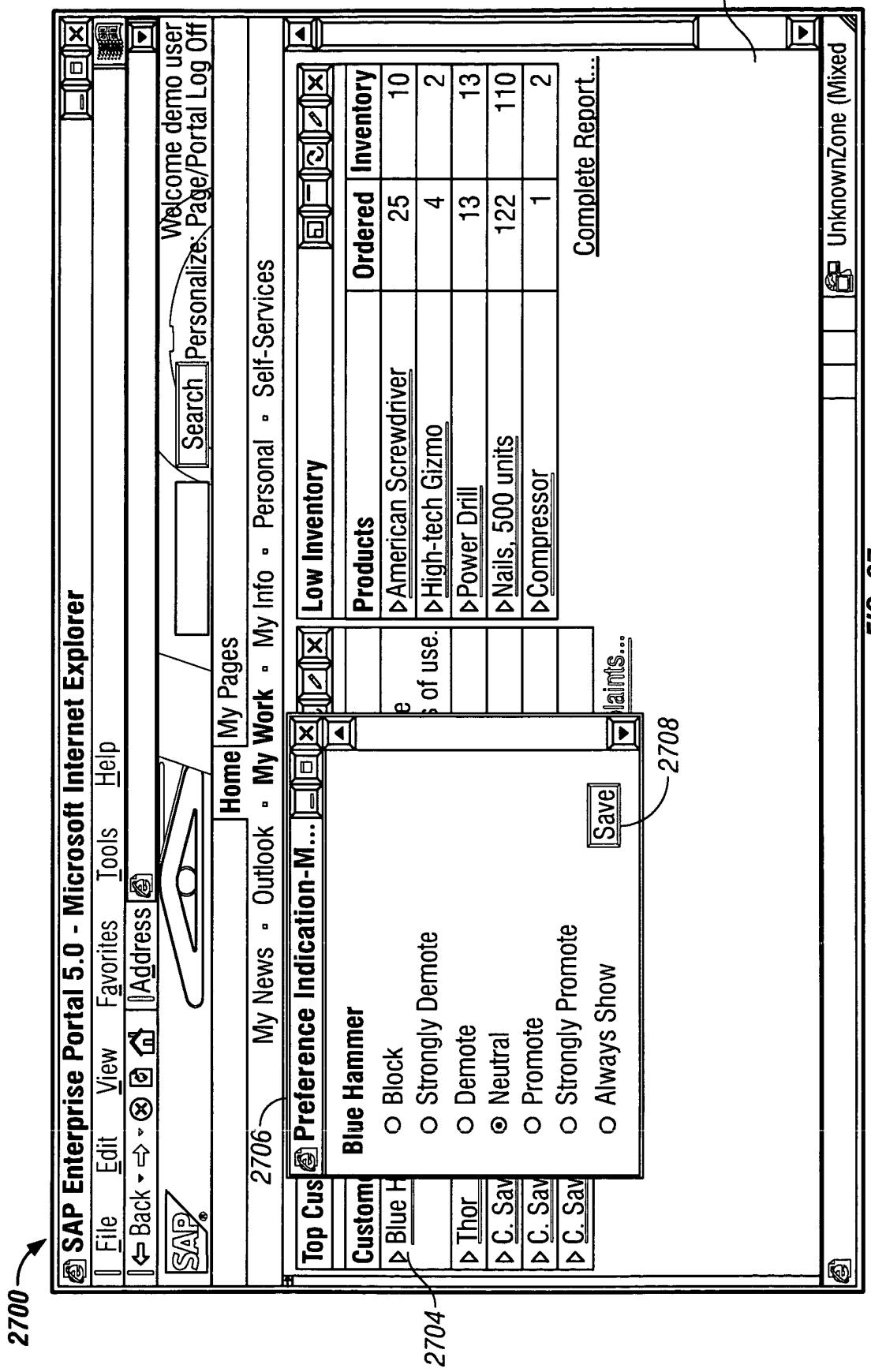


FIG. 26



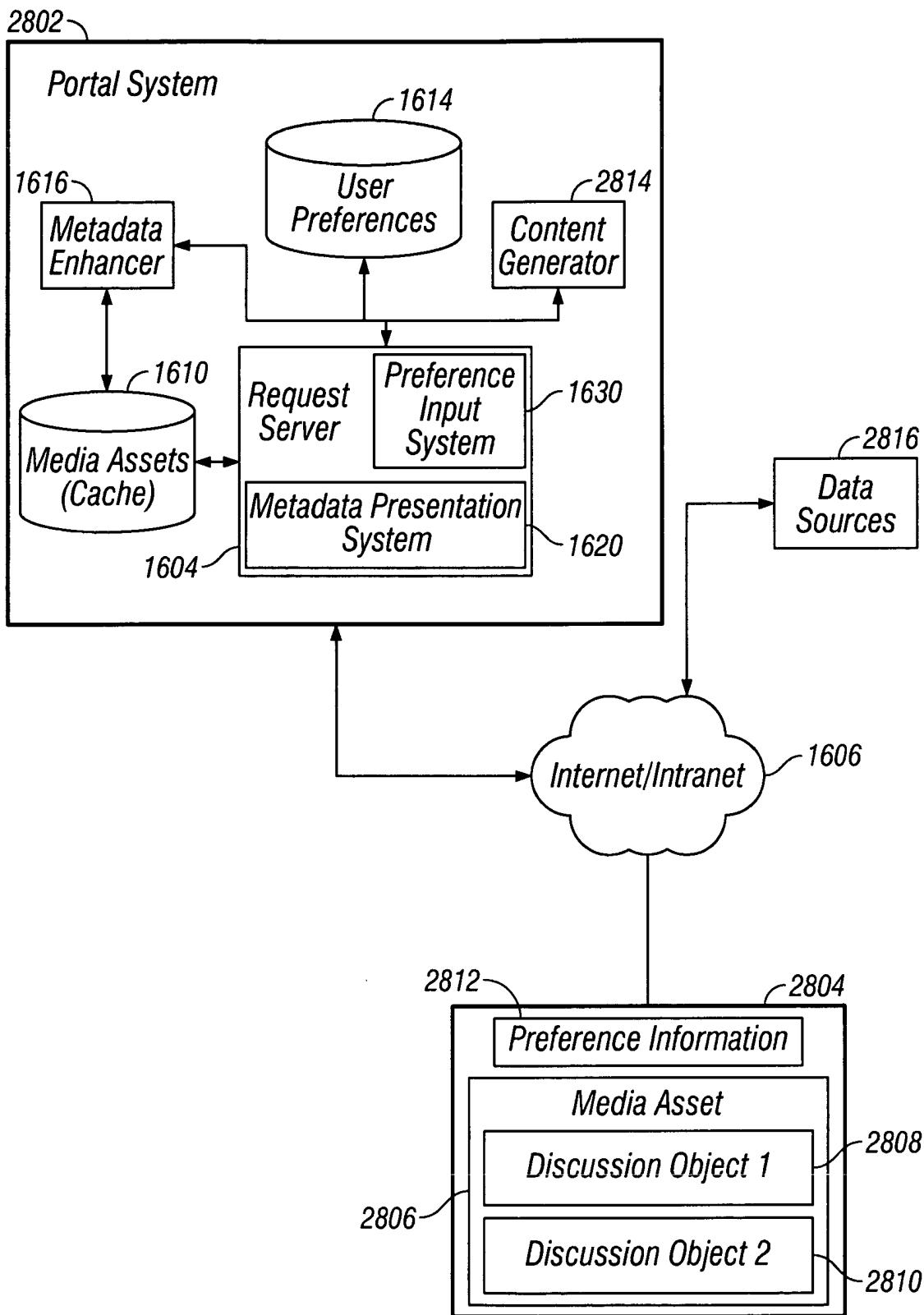
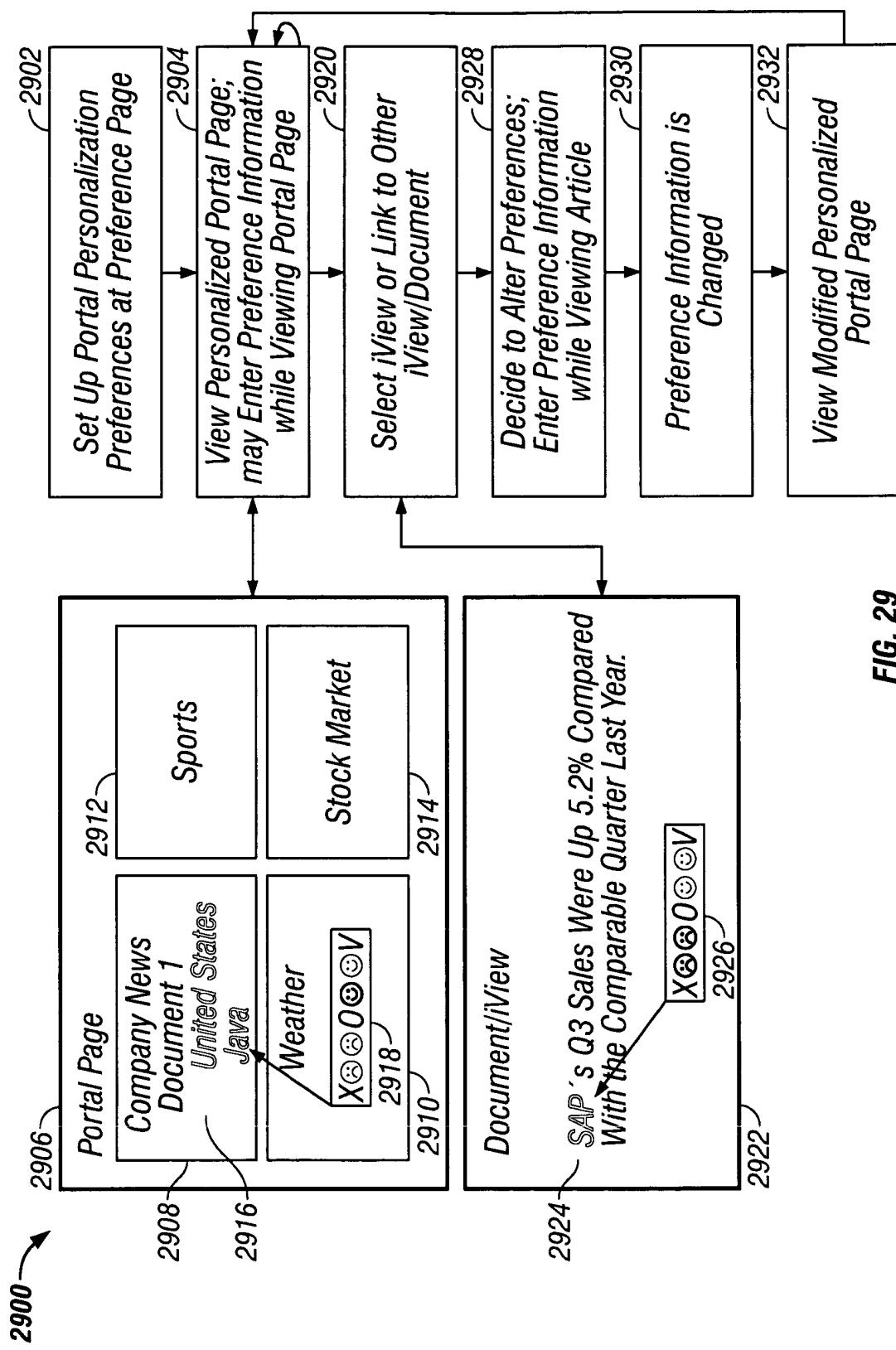


FIG. 28



SAP Enterprise Portal 5.0 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Address SAP 3002

Welcome demo user Personalize Page/Portal Log Off

My News • Outlook • My Work • My Info • Personal • Self-Services

Home My Pages

Top Customer Complaints

Customer	Description
▷ Blue Hammer	The hammers I bought last month are breaking apart after only a few hours of use.
▷ Thor	The hammer is too small.
▷ C. Saw	Saw model #4589 rusts
▷ C. Saw	Shipment is late!
▷ C. Saw	Where is my order?

3008 →

Low Inventory

Products	Ordered	Inventory
▷ American Screwdriver	25	10
▷ High-tech Gizmo	4	2
▷ Power Drill	13	13
▷ Nails, 500 units	122	110
▷ Compressor	1	2

3000 →

3004 →

All Complaints...

3006 →

3010 →

Complete Report...

UnknownZone (Mixed)

FIG. 30

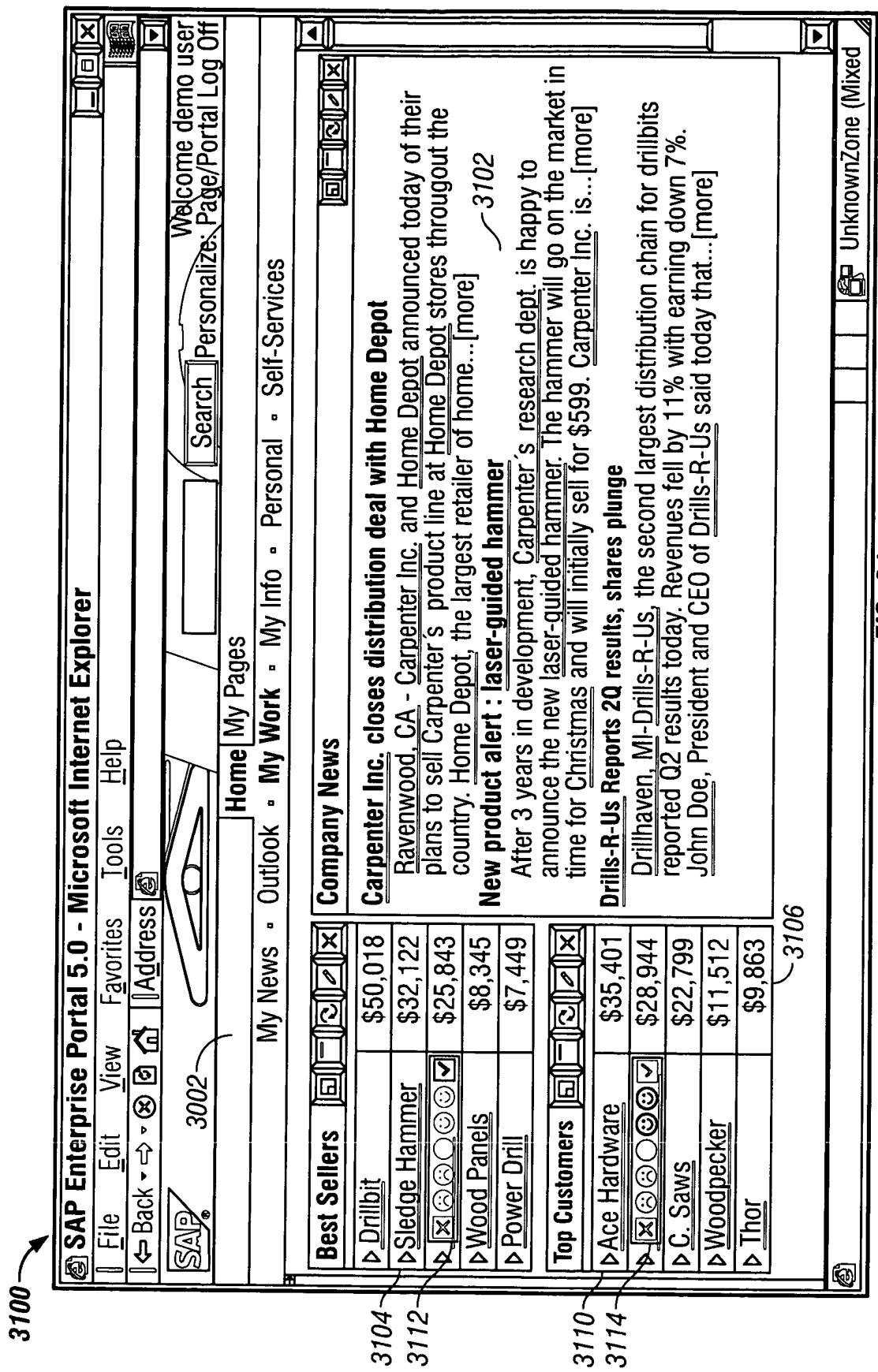


FIG. 31

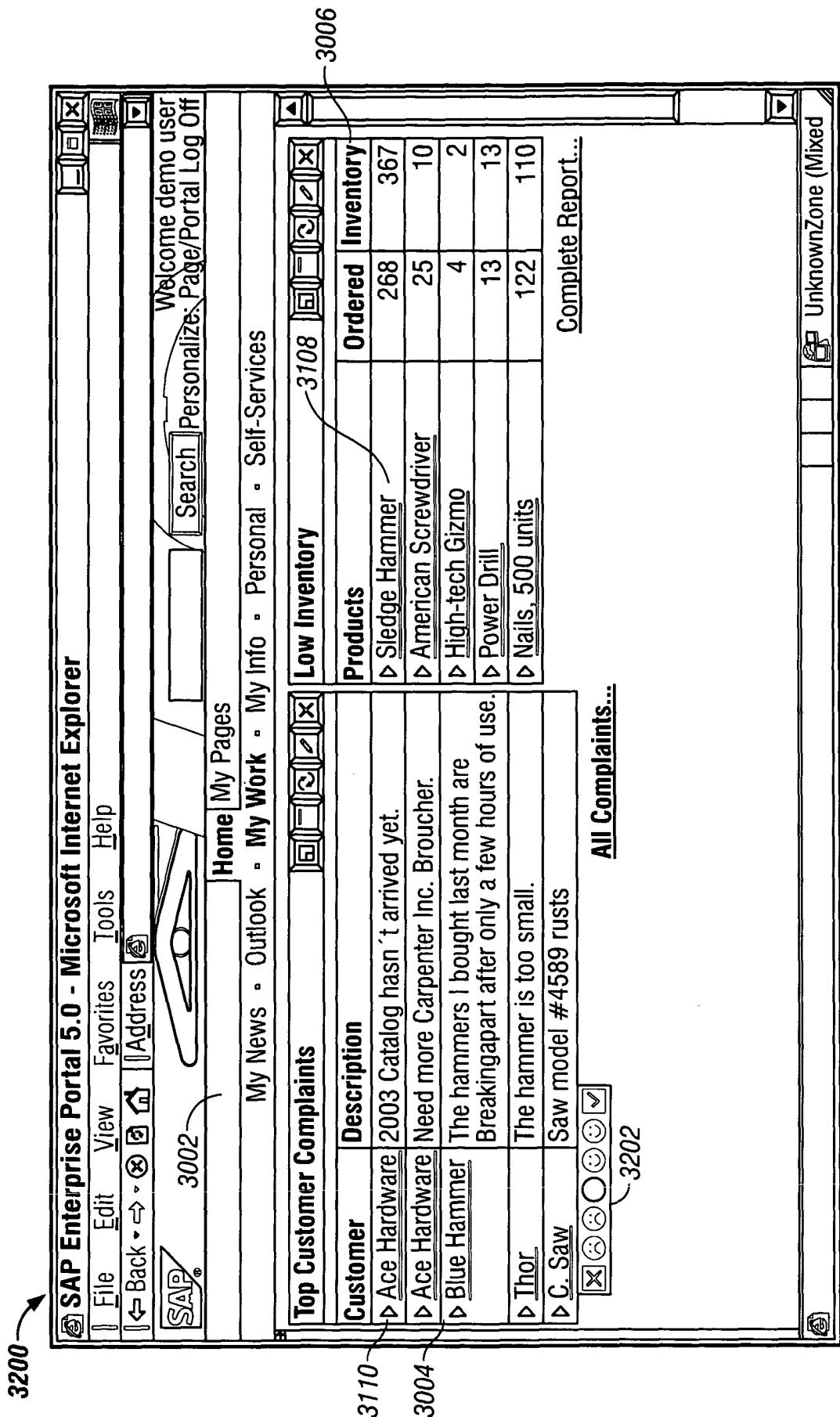


FIG. 32

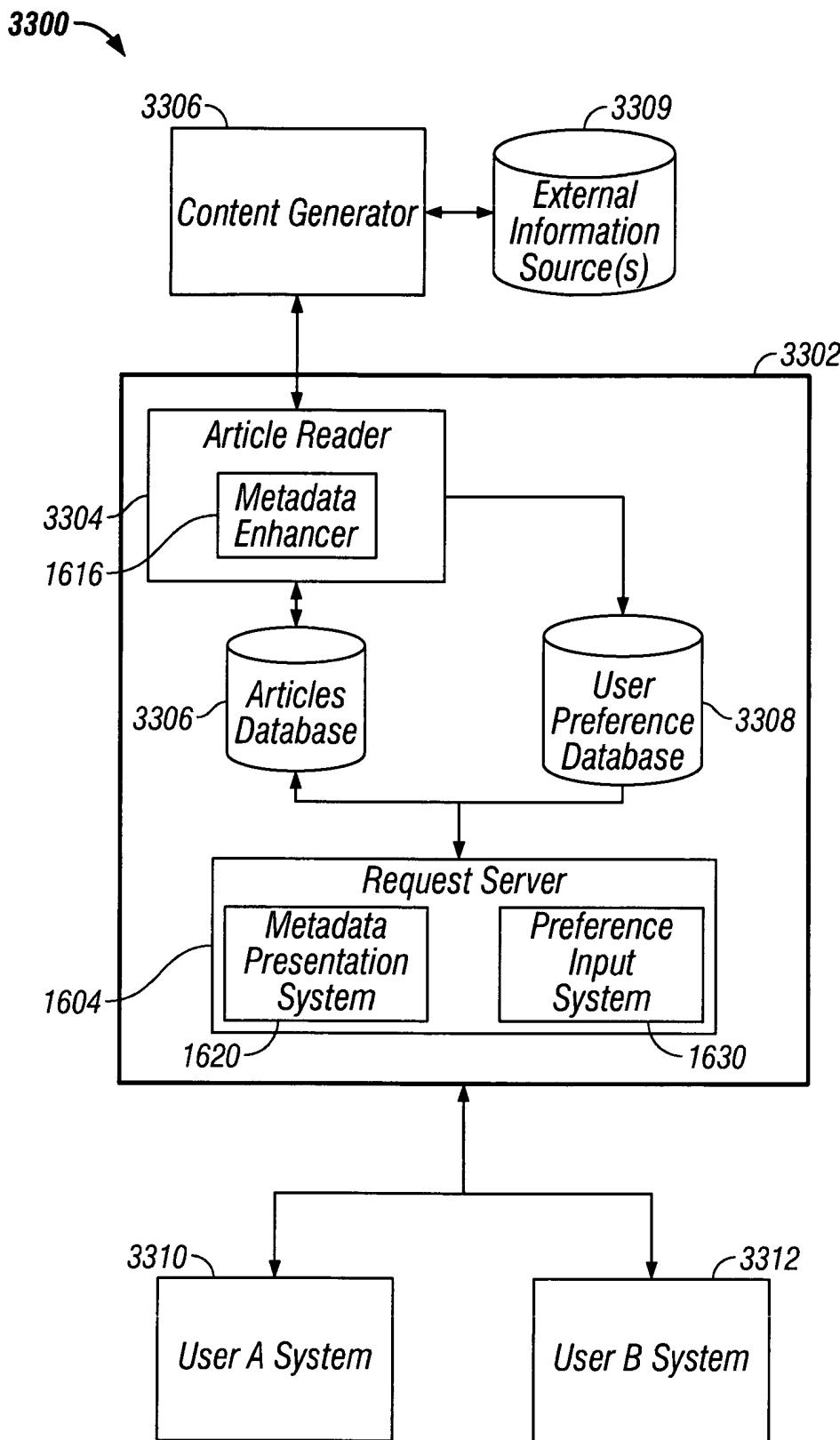


FIG. 33

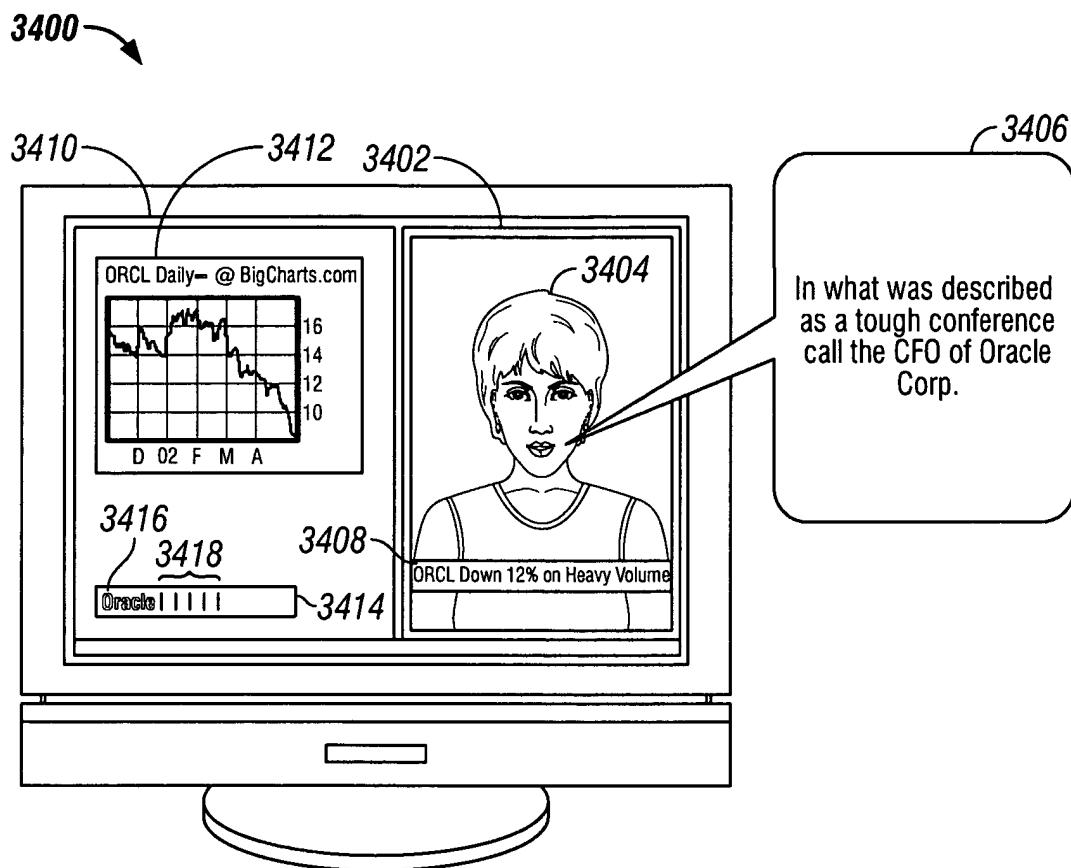


FIG. 34

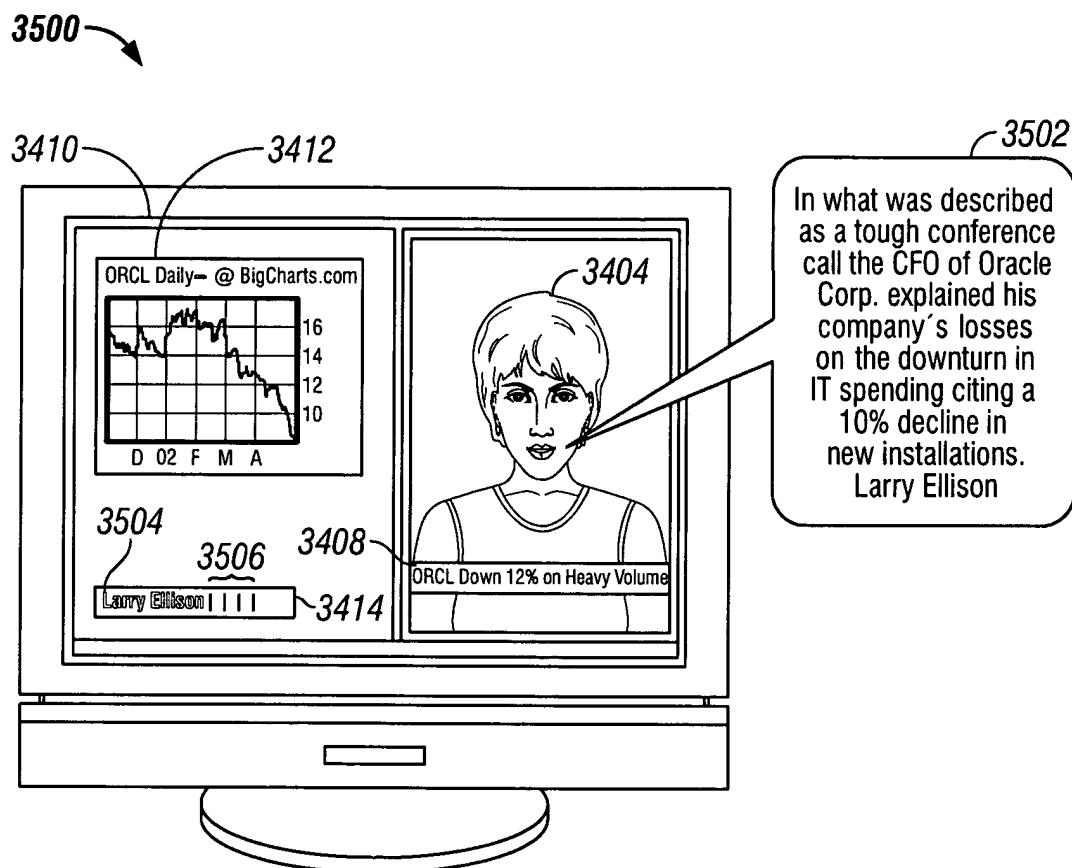


FIG. 35

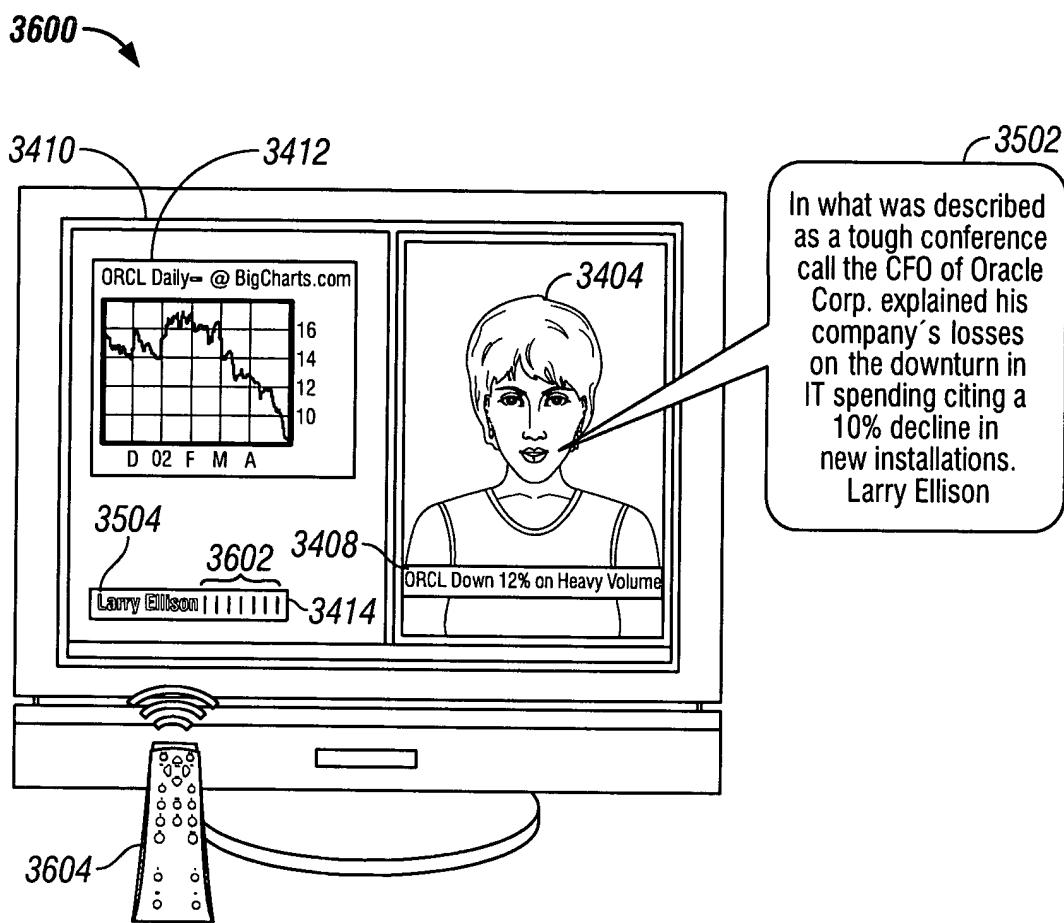


FIG. 36

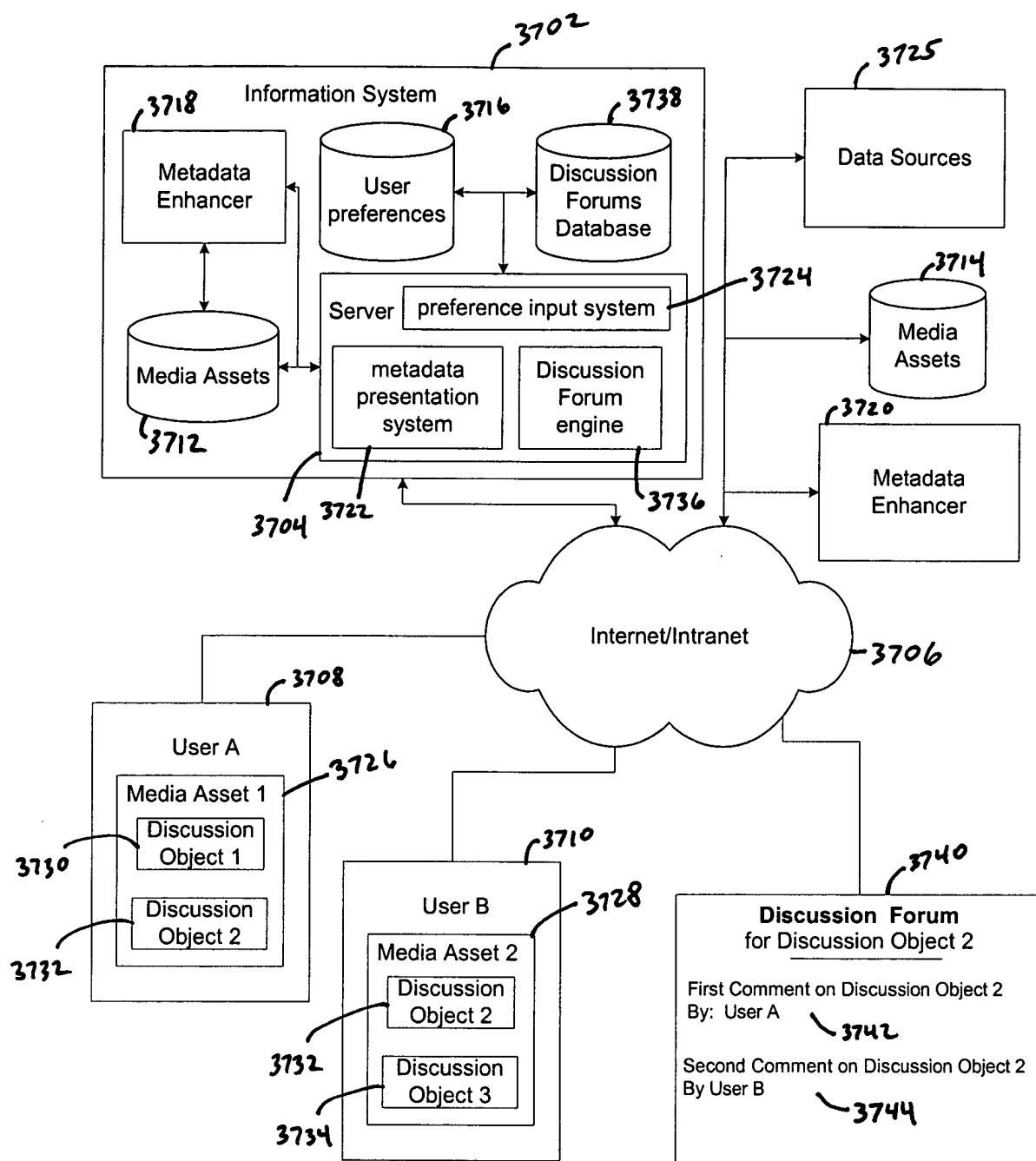


FIG. 37

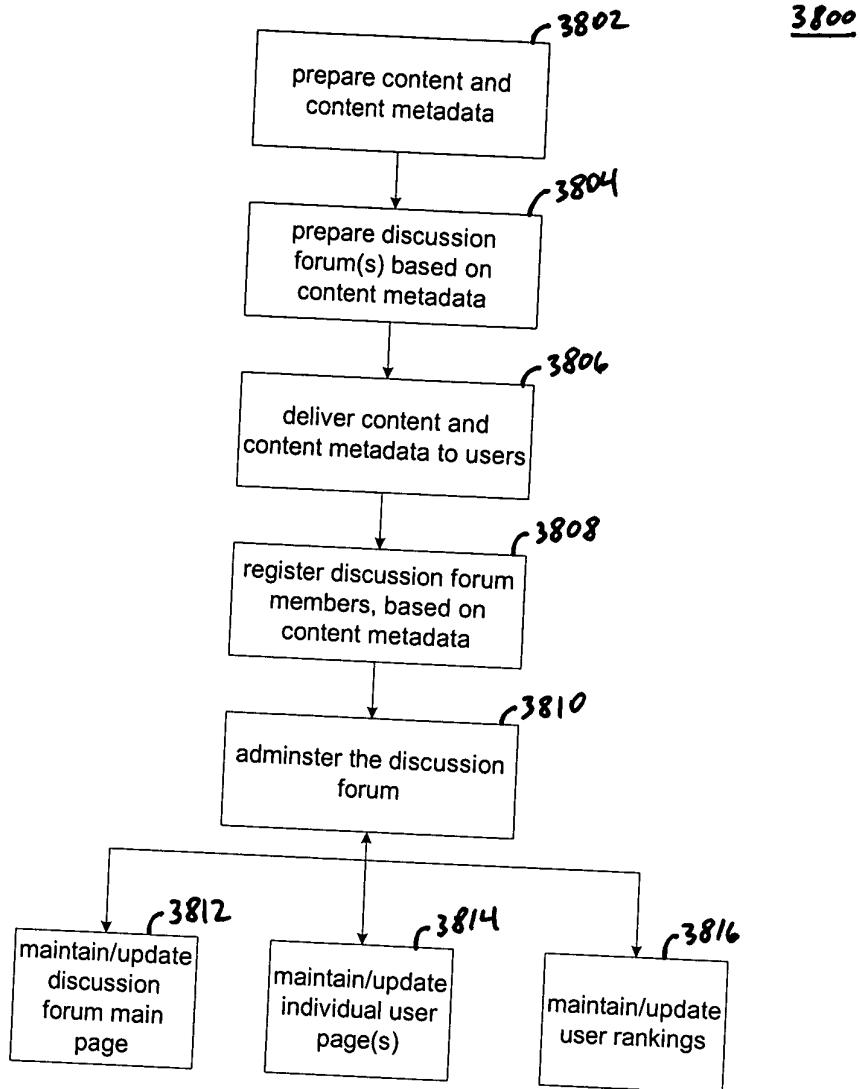


FIG. 38

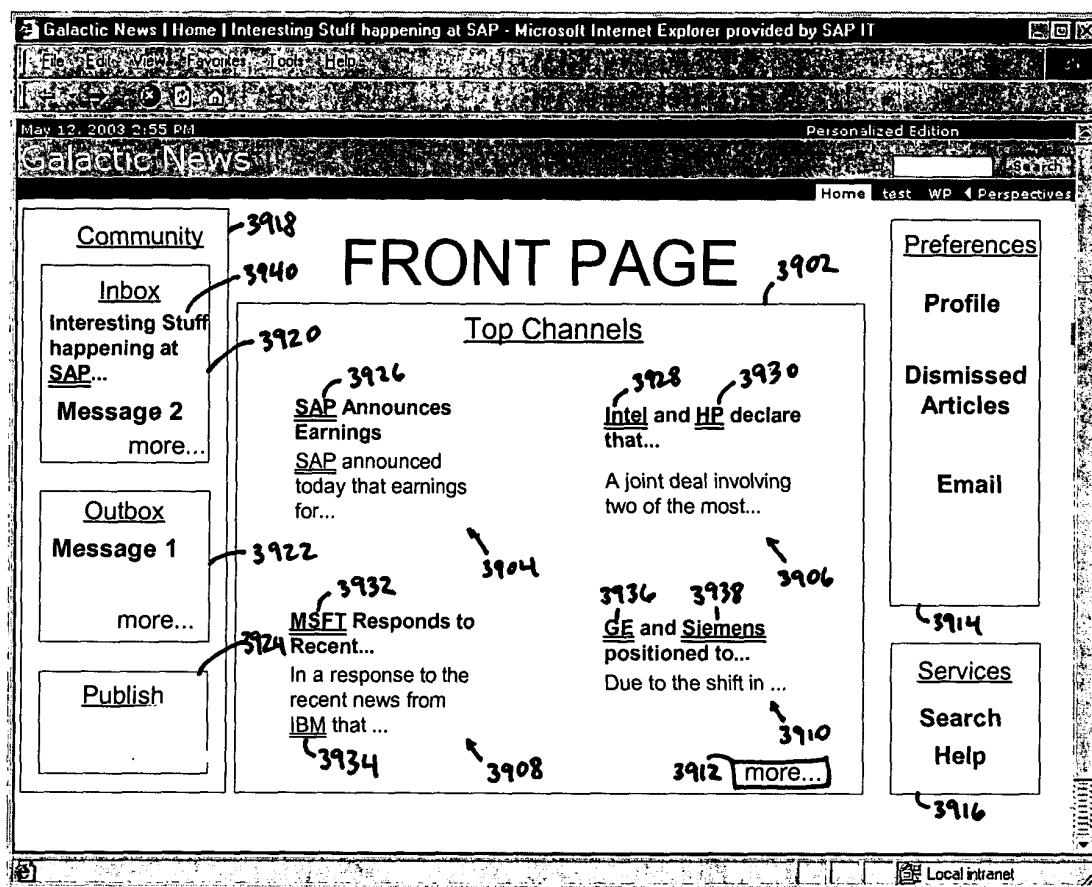
3900

FIG. 39

4000

Galactic News | Home | Interesting Stuff happening at SAP - Microsoft Internet Explorer provided by SAP IT

May 12, 2003 2:55 PM Personalized Edition

Galactic News

Front Page

Top channels

- SAP ← 4010
- Oracle ← 4012
- MSFT ← 4013
- IBM
- INTEL
- AA
- General Electric
- Hewlett-Packard
- Siemens
- METRO

Community

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- Profile
- Dismissed articles
- Email

Services

- Search
- Help

Interesting Stuff happening at SAP

Created: May 12, 03 Type: Email From: email from outlook ← 4004

Did you see the announcement today from SAP? I think that Oracle and Microsoft... ← 4012

X@OOGOV ← 4014

← 4002

← 4008

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- SAP cuts forecast, shares plunge (33%)
- Microsoft 4th Quarter Seen Up on New Licensing Plan (67%)
- Amid global job cuts, Intel's India hiring on track (67%)
- Oracle warns demand is weakening in Europe (67%)
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- Oracle CEO takes shots at, compliments Microsoft (57%)
- Sun, IBM Battle for Web Services Developers (50%)
- Commerce One sales tumble in tough software market (50%)
- Oracle Announces Wide-Scale Developer Adoption of the Industry Leading Oracle9i Database for Intel Itanium Processors (33%)

More...

Local intranet

FIG. 40

4100

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File Edit View Favorites Tools Help

May 12, 2003 2:57 PM Personalized Edition

Search

Home test WP Perspectives

Galactic News

Front Page 3126 SAP Discussion Forum ↵ 4102

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- Email

Services

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40% SAP's announcement... ↵ User A- 4114 May 12, 03
 40% Yes, I'd like to... ↵ User B- 4118 May 12, 03
 (4116) 4112 4104 4105 3926

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↳ Java Development Environment in Web AS 6.20/6.30
 Dear colleagues, Our requirements for a Java development environment have changed. This will lead to a...

↳ Invitation to CR Forum - Research Experts @ SAP Agent-enabling business applications by Dr. Andrew Lucas from Agent Oriented Software Group, UK This... 3926 4106

↳ Goodbye
 Dear All, As of July 15 I will leave CEC Karlsruhe to work with SAP Deutschland in...

↳ Commerce One sales tumble in tough software market
 PLEASANTON, Calif., July 17

Done Local intranet

FIG. 41

4200

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Galactic News

Home test WP Perspectives

Front Page Postings from User B 4202

Top channels 40% Yes, I'd like to... SAP 4102 May 12, 03 4206

SAP Oracle MSFT IBM INTEL AA General Electric Hewlett-Packard Siemens METRO

Become a fan by promoting User B 4118

User scorecard User: User B - 4208 Reputation: Good - 4210 Fans: None - 4212 Postings: 1 4214

Search Google for User B 4110

Community Inbox Outbox Publish

Preferences Profile Dismissed articles Email

Services Search Help 4006

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Local intranet

FIG. 42

4300

Galactic News | Home | demo for bill - Microsoft Internet Explorer provided by SAP IT
File Edit View Favorites Tools Help

May 12, 2003 2:58 PM Personalized Edition

Galactic News

Front Page Yes, I'd like to...

Post Reply 4310 ← 4306

4308 Created: May 12, 03 ← Java ← 4010

Type: Discussion Forum Posting From: User B

Reputation: Good Forum: SAP

4304 ← 4306

Yes, I'd like to make sure our Java programmers... 4116

4302 ↑ 4308

4008 ↗ 4006

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Local Intranet

FIG. 43

4400

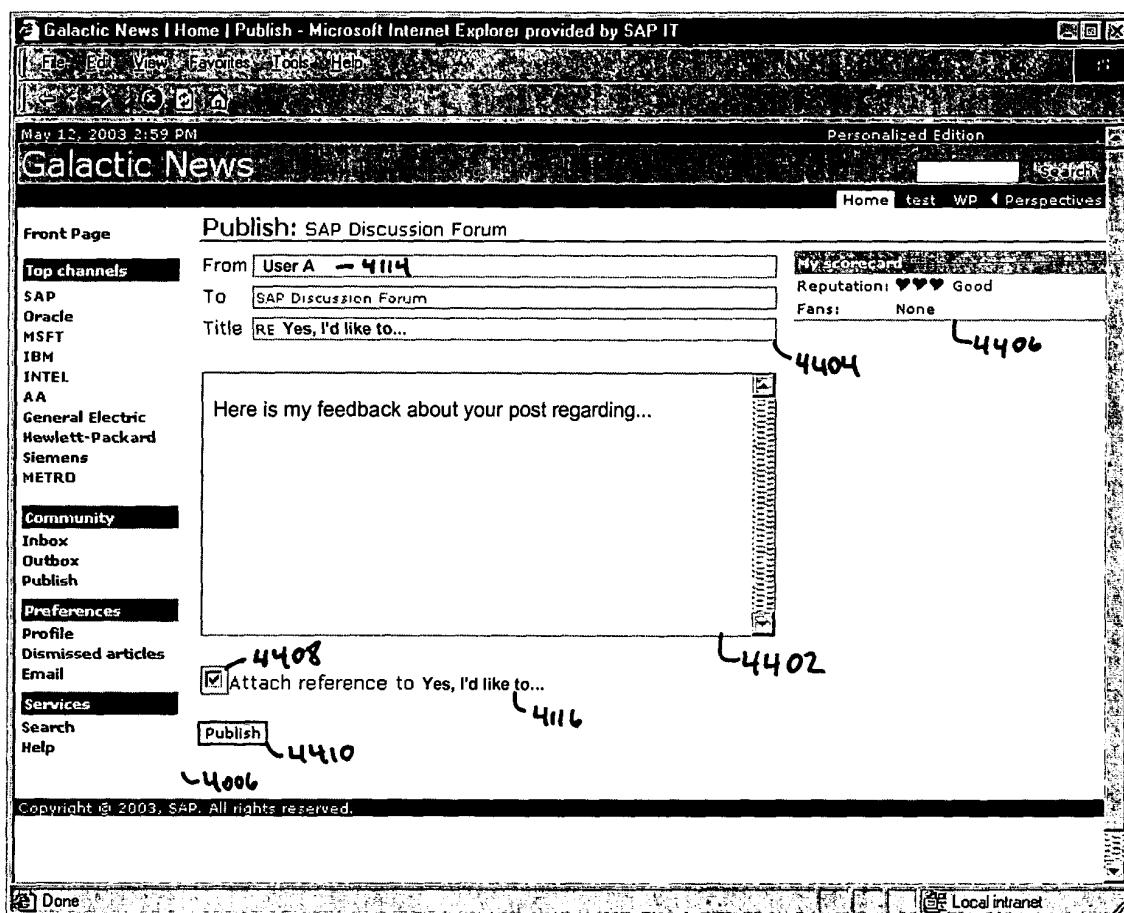


FIG. 44

4500

Galactic News | Home | SAP - Microsoft Internet Explorer provided by SAP IT

May 12, 2003 3:00 PM Personalized Edition

Galactic News

Front Page

Top channels

- SAP
- Oracle
- MSFT
- IBM
- INTEL
- AA
- General Electric
- Hewlett-Packard
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Agent-enabling business applications by Dr. Andrew Lucas from Agent Oriented Software Group, UK This... 3926

Goodbye

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Commerce One sales tumble in tough software market

PLEASANTON, Calif., July 17 4106

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FIG. 45